

# London Borough of Merton Residents Survey 2012/13 January 2012



# Contents






- Methodology
- Sample profile
- Image of the Council
- Areas of personal concern
- Service delivery
- The Council and the local area
- Health and wellbeing
- Crime and antisocial behaviour
- Tackling racism, social cohesion and respect
- Young Person's Survey

# Methodology

- 1,092 interviews conducted in home and in street
- Fieldwork conducted 22<sup>nd</sup> October – 7<sup>th</sup> December 2012
- Similar approach to previous waves:
- Representative quota sample
- Quotas set on gender, ethnic origin, age, working status of women and housing tenure, set to 2001 Census
- 75 sampling points across the borough








# Sample Profile

		Set	Achieved (%)	Number
Men		49%	45%	496
Women		51%	55%	596
18-34		36%	28%	308
35-59		42%	51%	557
60+		22%	21%	227
Owner Occupier/ Other		91%	93%	1021
Council Rented		9%	7%	71

Base: All Merton residents (1092)

# Sample Profile - weighted

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6
Men		48%	49%	53%	47%	50%	47%
Women		52%	51%	47%	53%	50%	53%
18-34		37%	39%	31%	35%	33%	37%
35-59		40%	40%	43%	48%	41%	39%
60+		22%	20%	26%	17%	26%	24%
Owner Occupier/ other		95%	95%	99%	91%	86%	94%
Council Rented		5%	4%	1%	10%	14%	6%

Base: All Merton residents (1092) Area 1 (243) Area 2 (148) Area 3 (203) Area 4 (142) Area 5 (154) Area 6 (202)

# Sample Profile

<u>ETHNICITY</u>	Set	Achieved (%)	Number
White	75%	72%	782
Mixed	25%	28%	303
Black			
Asian			
Other			

Base: All Merton residents (1092)

# Weighting Matrix

	Men	Young 18-34	Middle 35-59	Older 60+	Women	Young 18-34	Middle 35-59	Older 60+
Target	0.49	0.35	0.41	0.24	0.51	0.38	0.43	0.19
Achieved	0.45	0.29	0.47	0.24	0.55	0.27	0.55	0.18

Base: All Merton residents (1092)

# Areas of Personal Concern

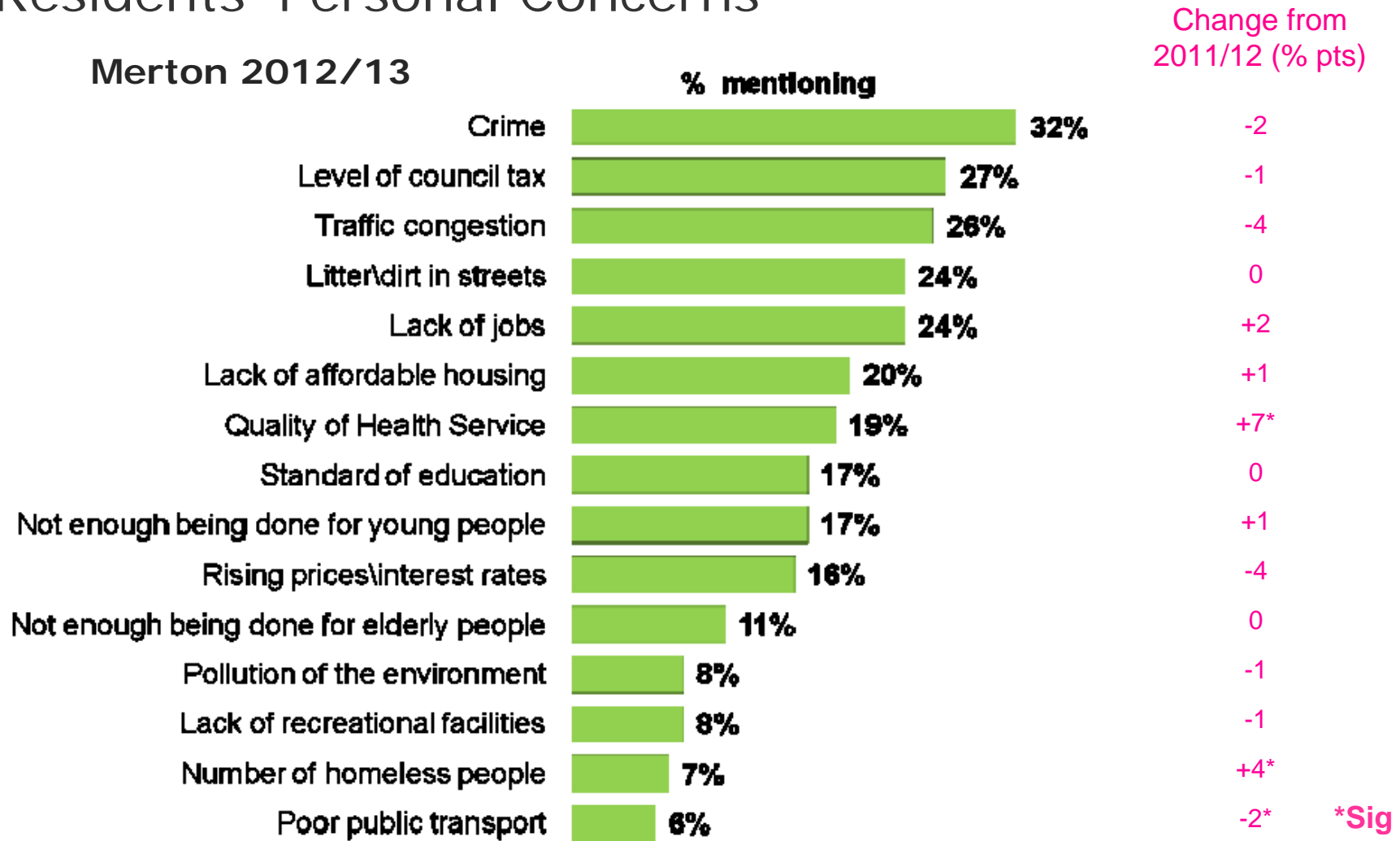




## Summary – Areas of Personal Concern

- Crime remains the number one concern for residents, followed by the level of council tax and traffic congestion.
  - Level of concern over crime, council tax and litter continues to steadily drop off over recent years – but concern over traffic remains relatively stable.
- Concern over crime, lack of jobs, lack of affordable housing, rising prices/ interest rates and the number of homeless are significantly lower than the London average – but concern over the level of council tax, traffic congestion and the standard of education are all significantly greater than in London as a whole.
- Concern over the quality of the health service and number of homeless people has increased significantly this year. There has been a significant decrease in concern about poor public transport.
- Concern over the standard of education is significantly higher in the 35-49 age group – these are likely to be the respondents who have children at a school age. Respondents of a lower social grade are significantly less concerned about the standard of education.

# Residents' Personal Concerns



Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1092, except the split code 'Not enough being done for young people' (534) and 'Rising prices / interest rates' (558))

# Significant changes for personal concerns

Since 2011/12

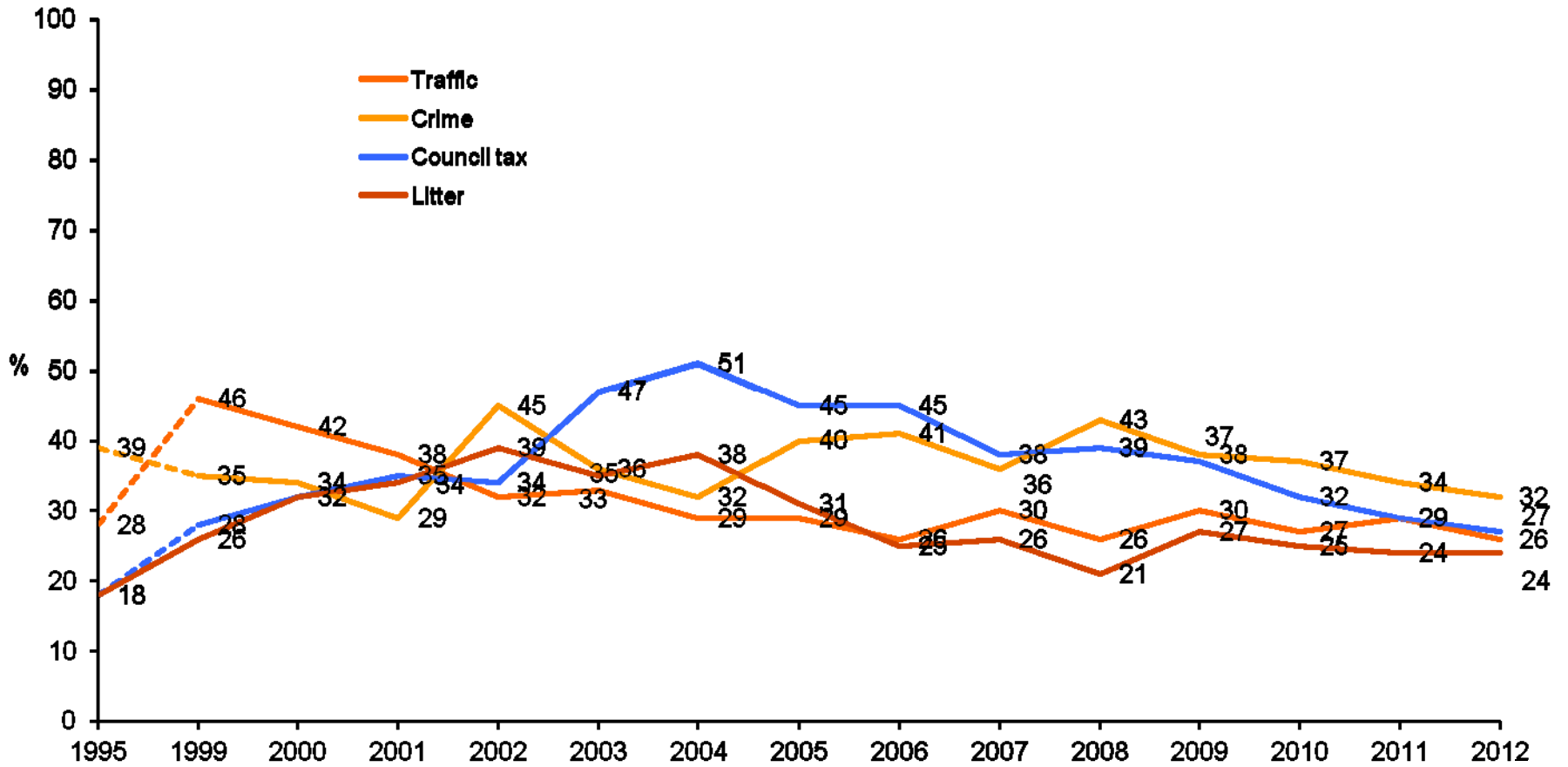
Up	
Quality of health service	+7% pt
Number of homeless people	+4% pt

Down	
Poor public transport	-2% pt

Source: Q2 Which three of these are you personally most concerned about?  
Base: All adults (1092)

# Main Personal Concerns

1995 – 2012



Source: Q2 Which three of these are you personally most concerned about?  
Base: All adults (1092)

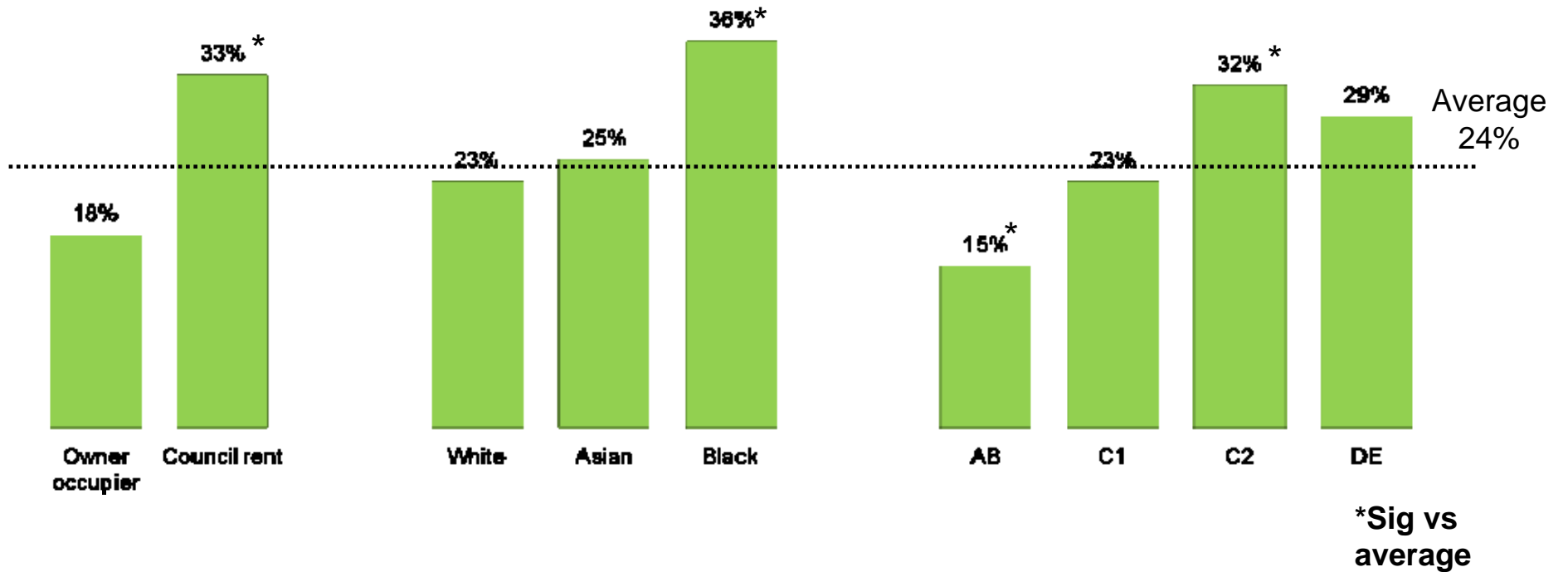


©TNS 2012



# Lack of jobs

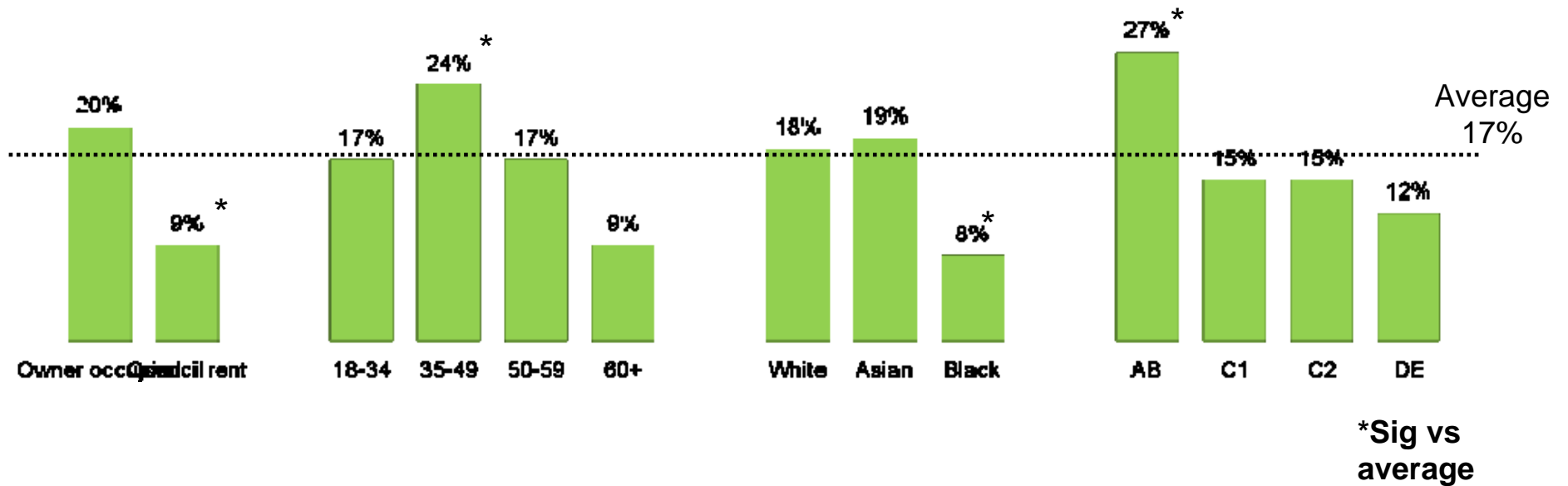
Differences by housing tenure & social grade



Source: Q2 Which three of these are you personally most concerned about?  
Base: All adults (1092) Owner occupied (660), Council rent (71); White (782) Asian (178) Black (87) Social grade AB (274) C1 (393) C2 (171) DE (254)

# Standard of education

Differences by age and social grade



Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1092) Owner occupied (660), Council rent (71) Aged 18-34 (308) 35-49 (409) 50-59 (148) 60+ (227) White (782) Asian (178) Black (87) Social grade AB (274) C1 (393) C2 (171) DE (254)



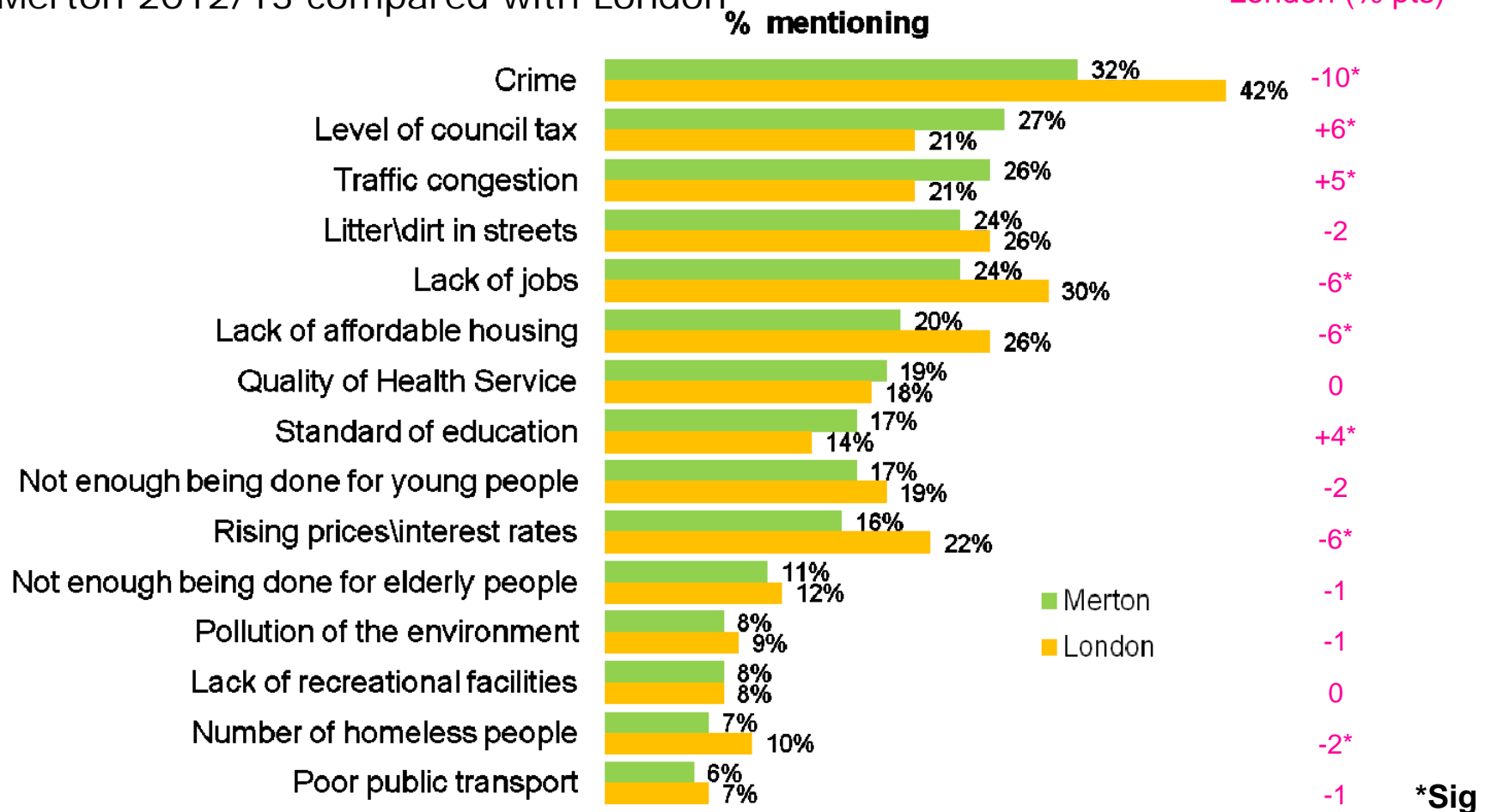
© TNS 2012



# Residents' personal concerns

Merton 2012/13 compared with London

Difference to London (% pts)



Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (Merton: 1092; London: 1268, except the split code 'Not enough being done for young people' (Merton: 538; London: 604) and 'Rising prices / interest rates' (Merton:558; London: 664))

# Significant differences for personal concerns

Compared with London

Higher	
Level of council tax	+6% pt
Traffic congestion	+5% pt
Standard of education	+4% pt

Lower	
Crime	-10% pt
Rising prices / interest rates	-6% pt
Lack of jobs	-6% pt
Lack of affordable housing	-6% pt
Number of homeless people	-2% pt

Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (Merton: 1092; London: 1268, except the split code 'Not enough being done for young people' (Merton: 538; London: 604) and 'Rising prices / interest rates' (Merton:558; London: 664))



# Image of the Council



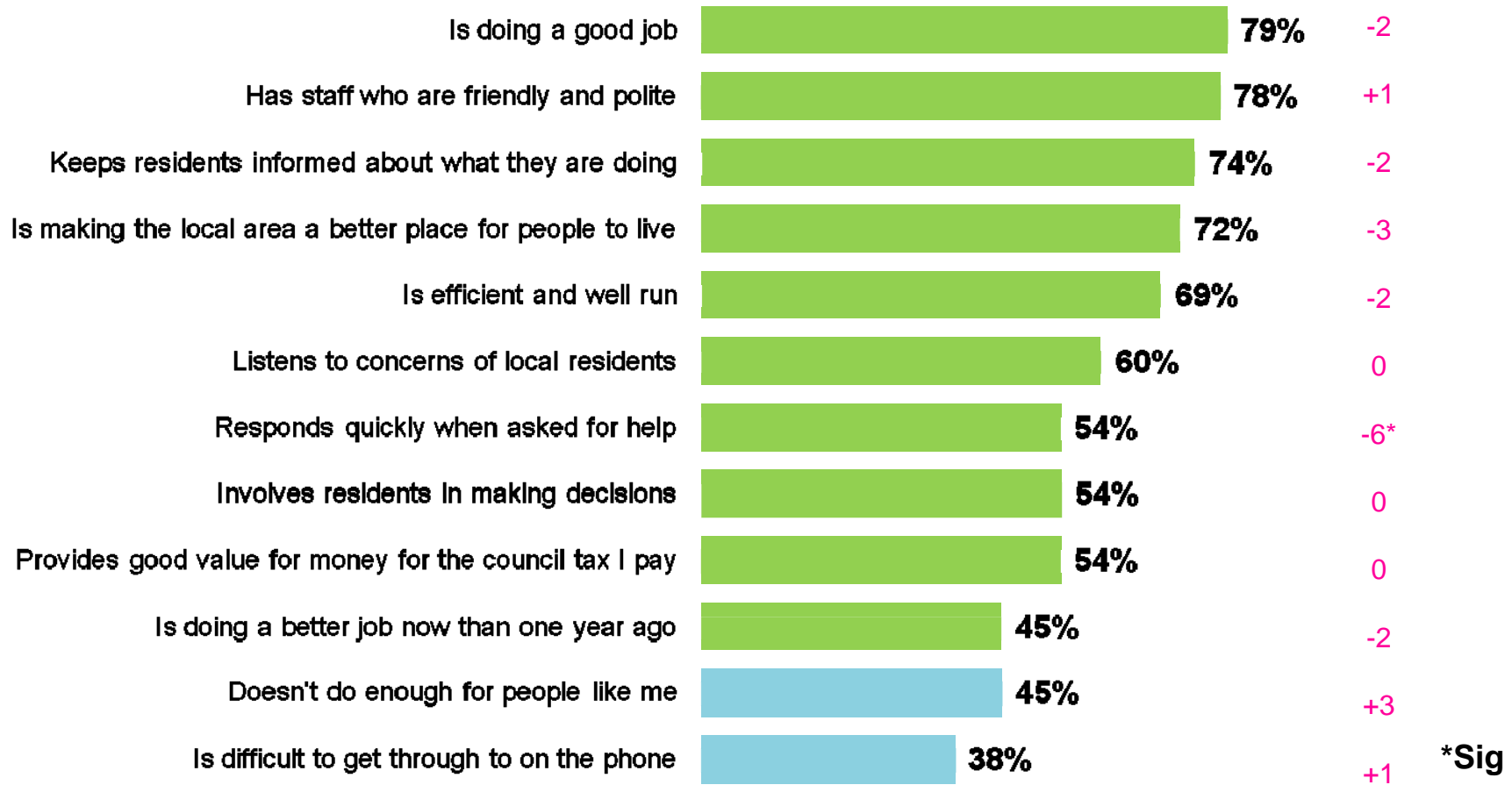
## Summary – Image of the council

- Residents are generally positive about Merton council, with 79% agreeing that Merton is doing a good job.
  - Merton scores are ahead of London on all metrics, significantly so for many.
- Generally, performance seems to have reached a plateau after years of steady increases.
- Following a significant increase in 2011, performance on ‘responds quickly when asked for help’ has fallen in 2012, although is still marginally ahead of 2010 performance.
- Younger respondents (aged 18-34), as well as those in council rented houses, are more likely to feel the council is efficient and well run and involves residents in decision making.
- Respondents from ethnic minorities, as well as those in council rented accommodation are significantly more likely than average to report that Merton is doing a better job than a year ago.
- Respondents in area 2 (Dundonald/ Trinity/ Abbey) are more likely than average to feel that the council doesn’t do enough for people like them.

# Image of the council 2012/13

% agreeing a great deal/ to some extent

Change from  
2010/11 (% pts)



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults (1092)

# Significant changes in image of the council

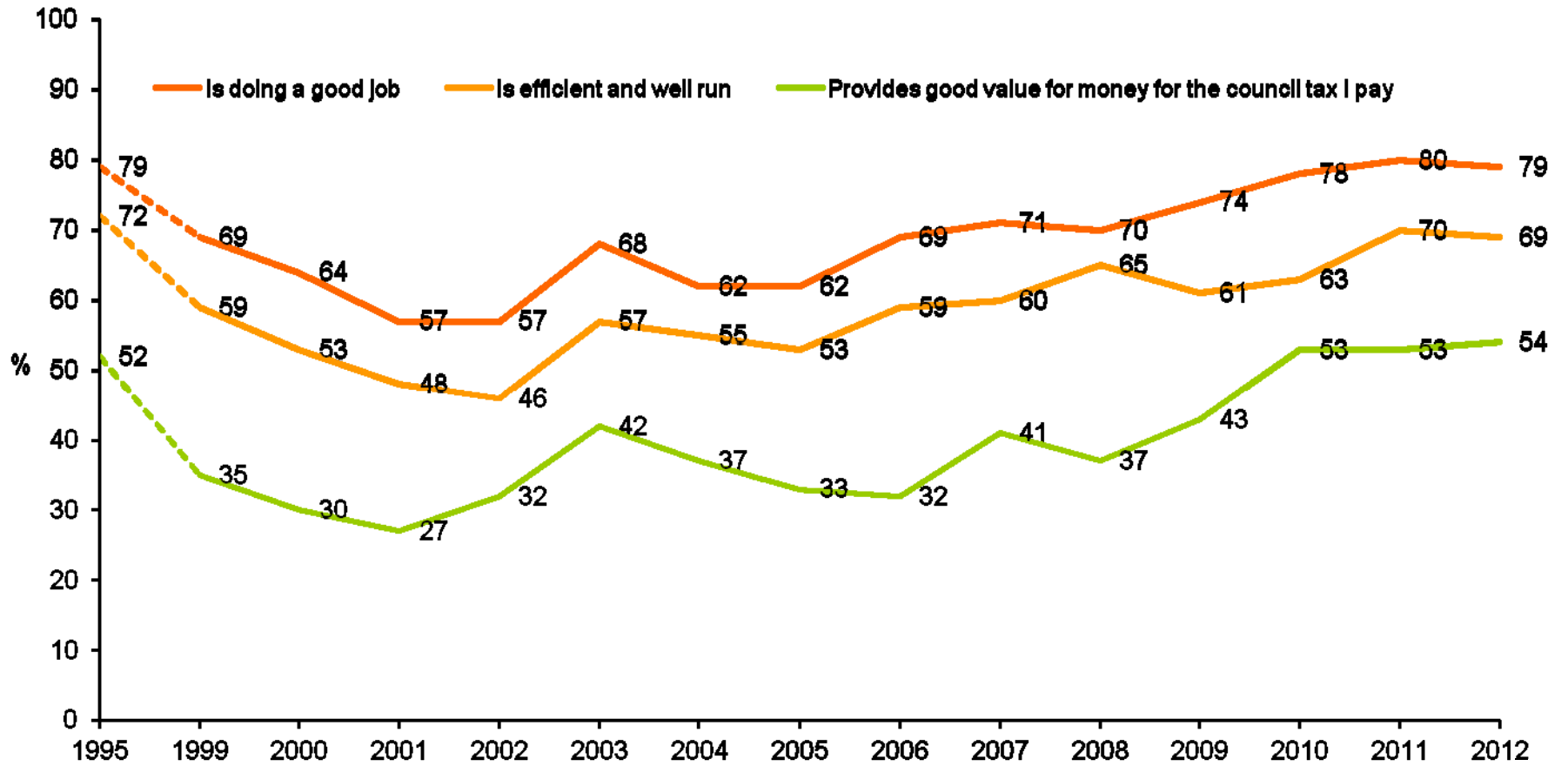
Since 2011/12

Worse	
Responds quickly when asked for help	-6% pt

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults (1092)

# Overall perceptions of Merton Council

% saying Great Deal / Some Extent



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (2012: 1092)

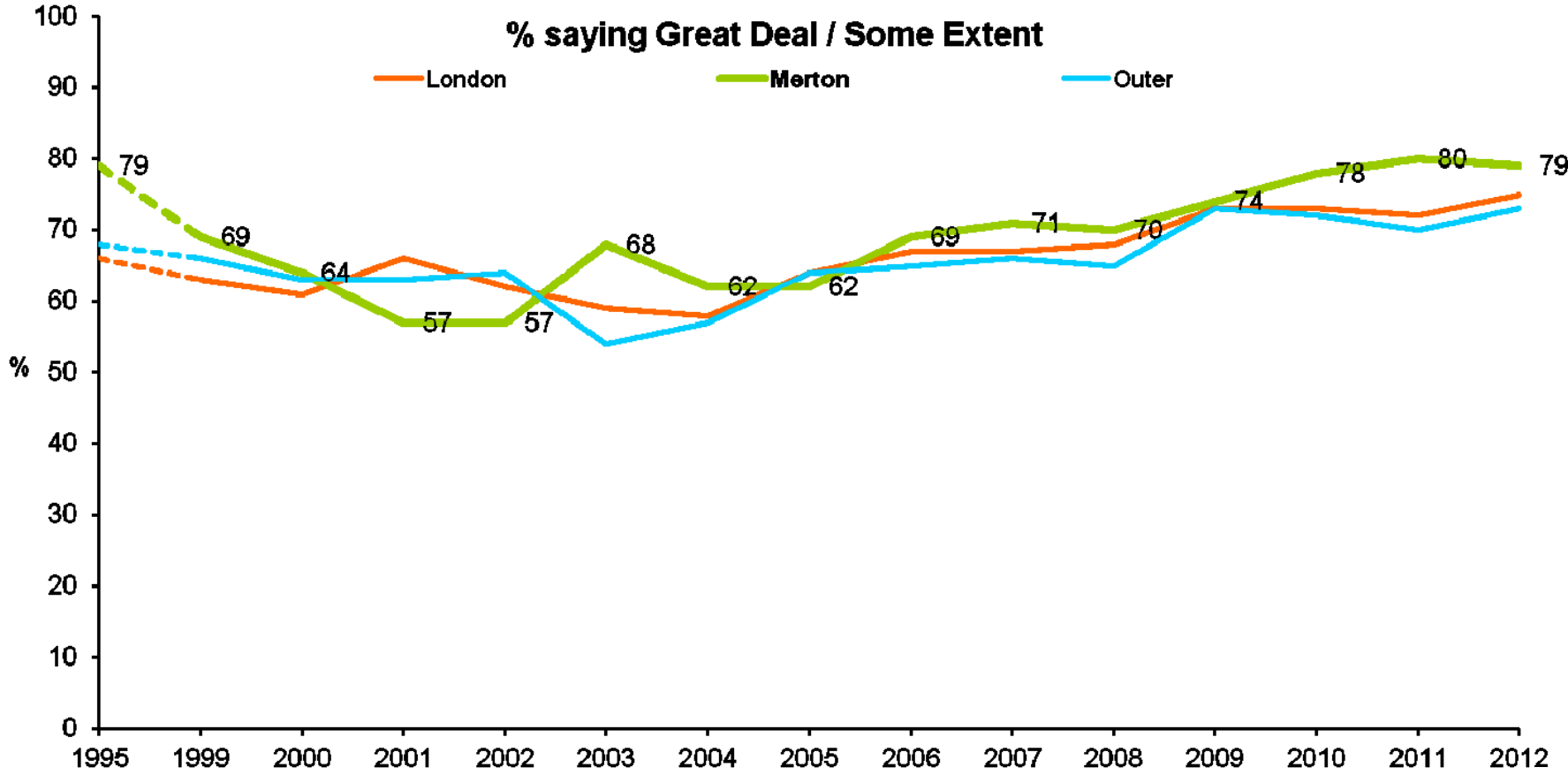


©TNS 2012



# Doing a good job

Merton continues its lead over the rest of London, although the gap has closed slightly



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

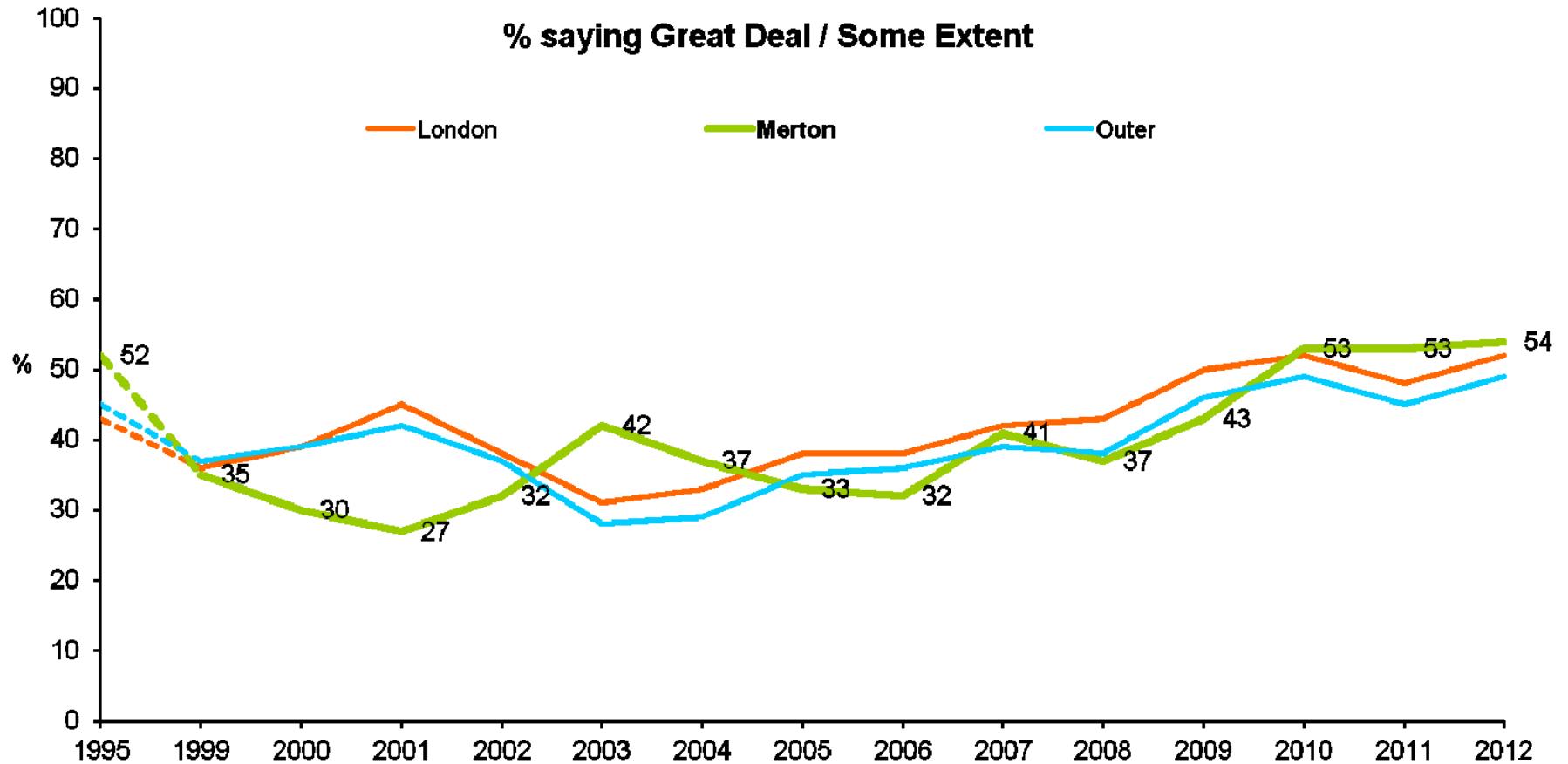


©TNS 2012



# Value for money

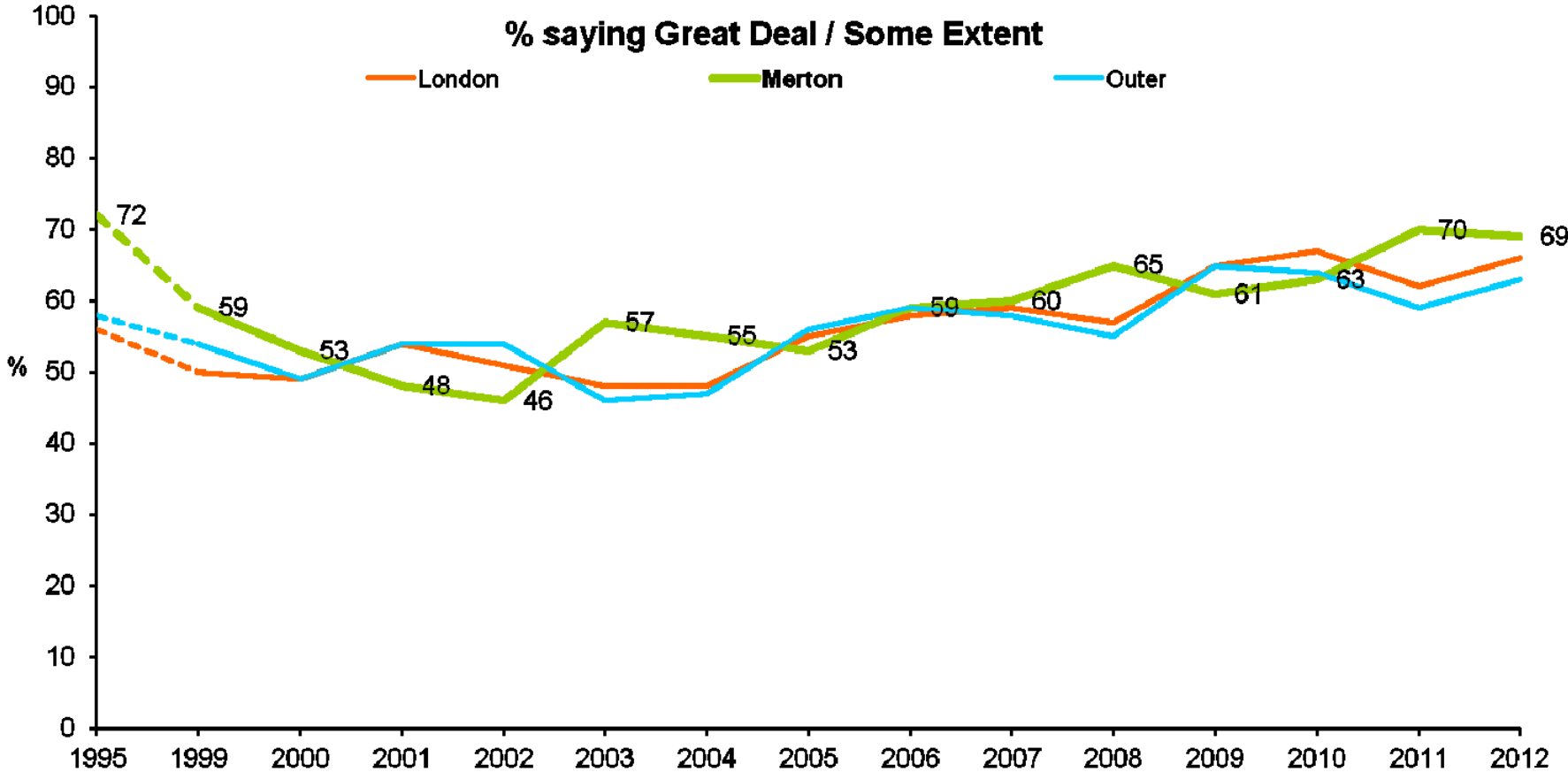
Improved from 2008 – 2010, scores have levelled across 2010-2012



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Efficient and well run

Scores still ahead of London but gap has closed slightly



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2012 (Merton:1092 ; London: 1268)



©TNS 2012

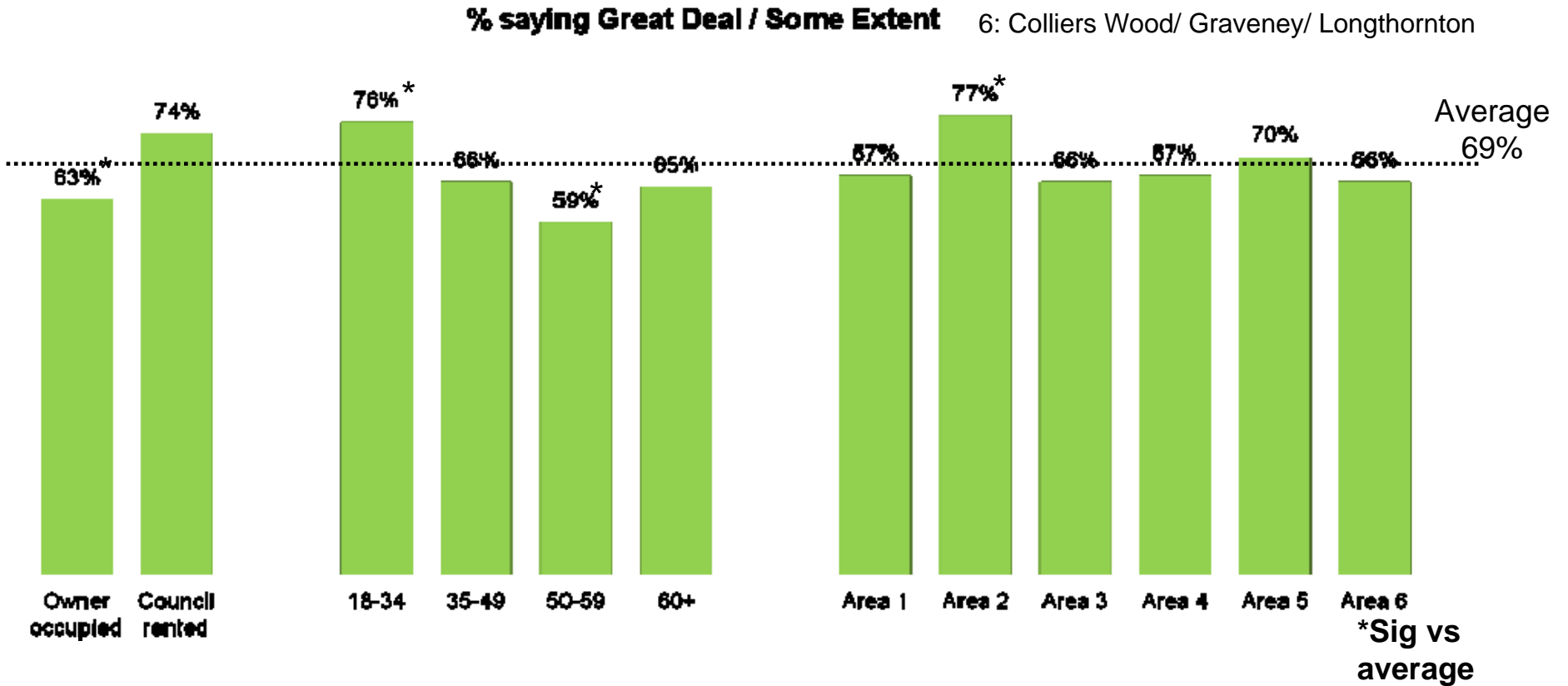




# Efficient and well run

Differences by housing tenure, age and area

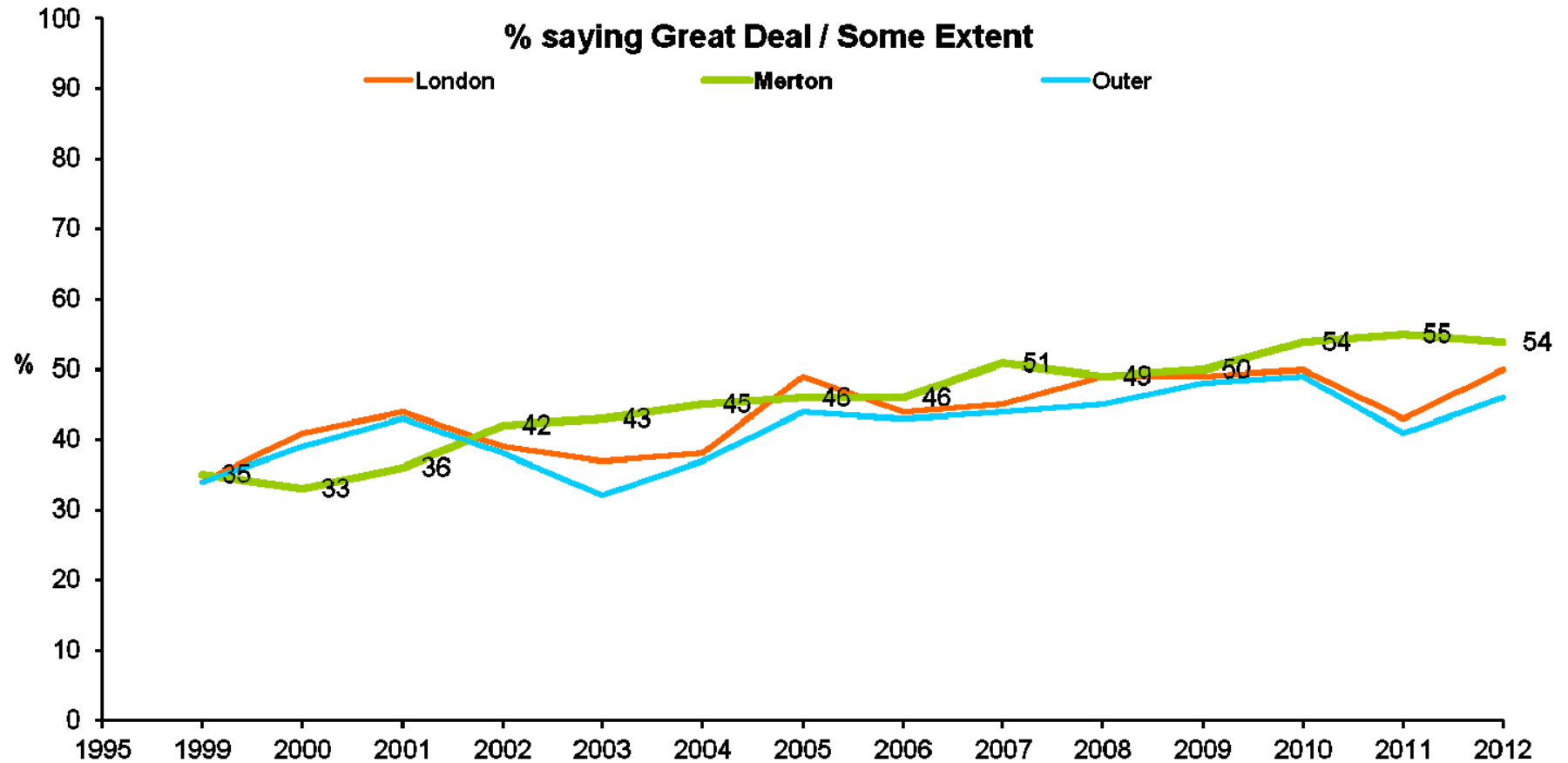
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (1092) Owner occupied (660), Council rent (71) Aged 18-34 (308) 35-49 (409) 50-59 (148) 60+ (227) ;Area 1 (243) Area 2 (148) Area 3 (203) Area 4 (142) Area 5 (154) Area 6 (202)

# Involves residents in decision making

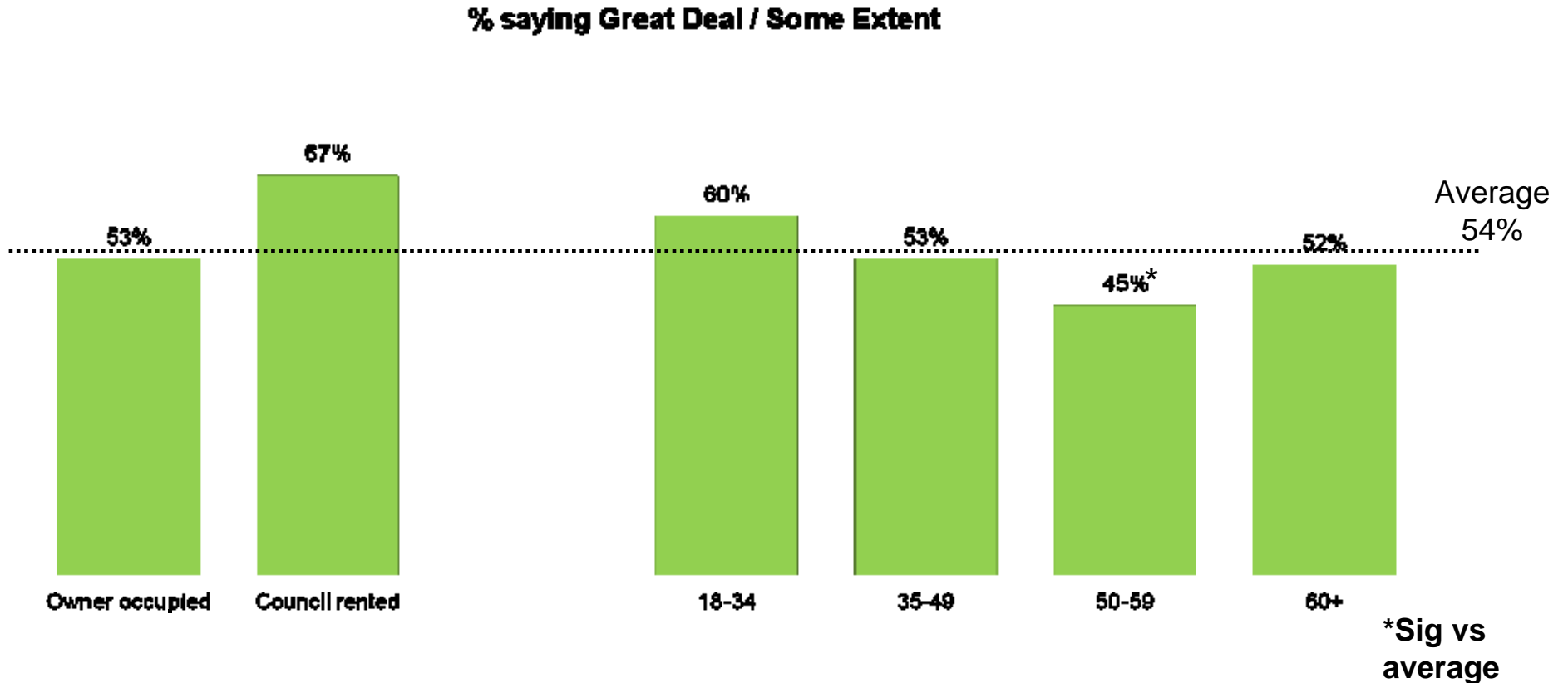
Scores have been relatively stable across 2010-2012, despite a dip in scores across London in 2011



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton:1092; London: 1268)

# Involves residents in decision making

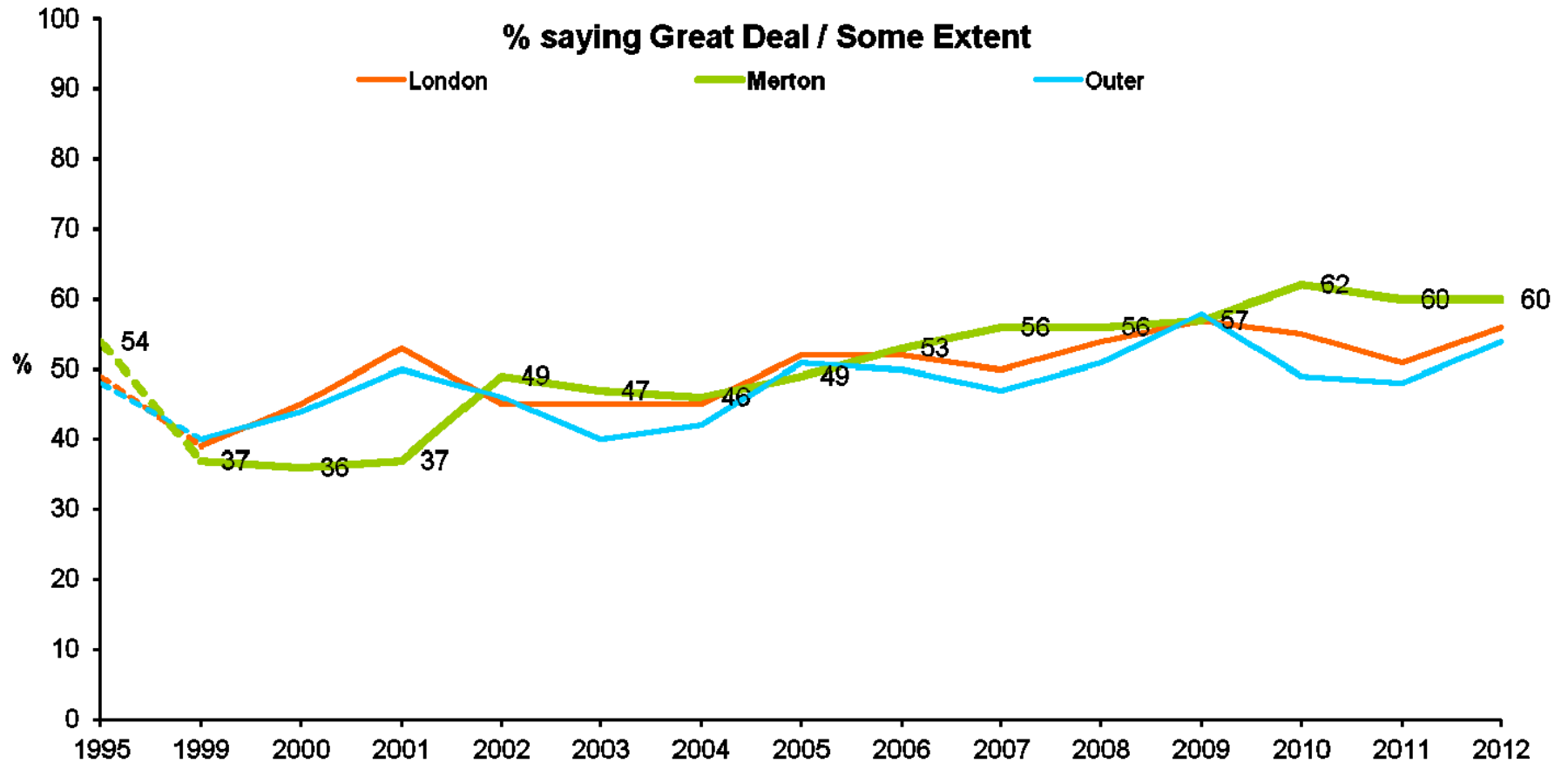
Differences by housing tenure and age



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults (1092) Owner occupied (660), Council rent (71) Aged 18-34 (308) 35-49 (409) 50-59 (148) 60+ (227)

# Listens to concerns of local residents

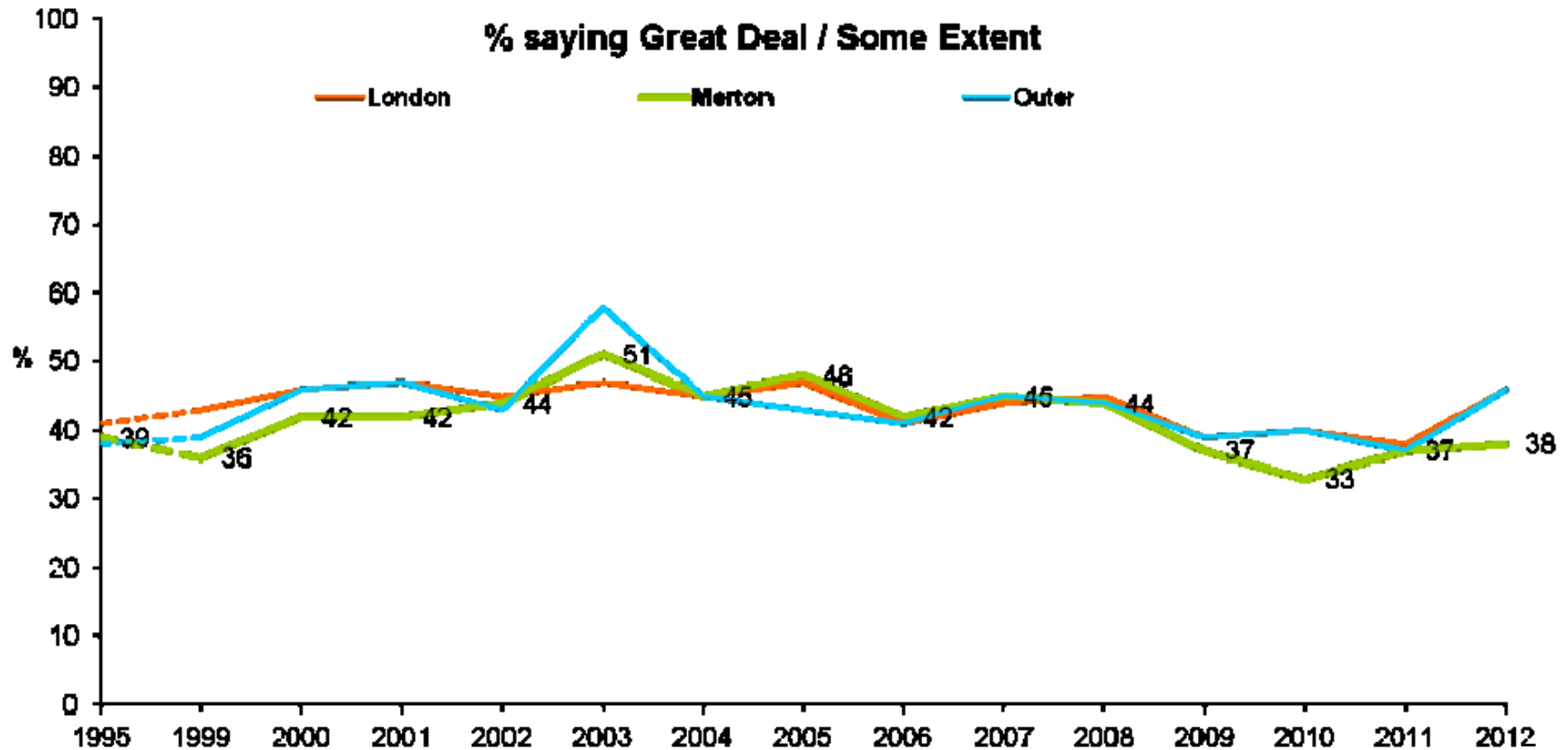
Score consistent with last year, despite increases across London



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Is difficult to get through to on the phone

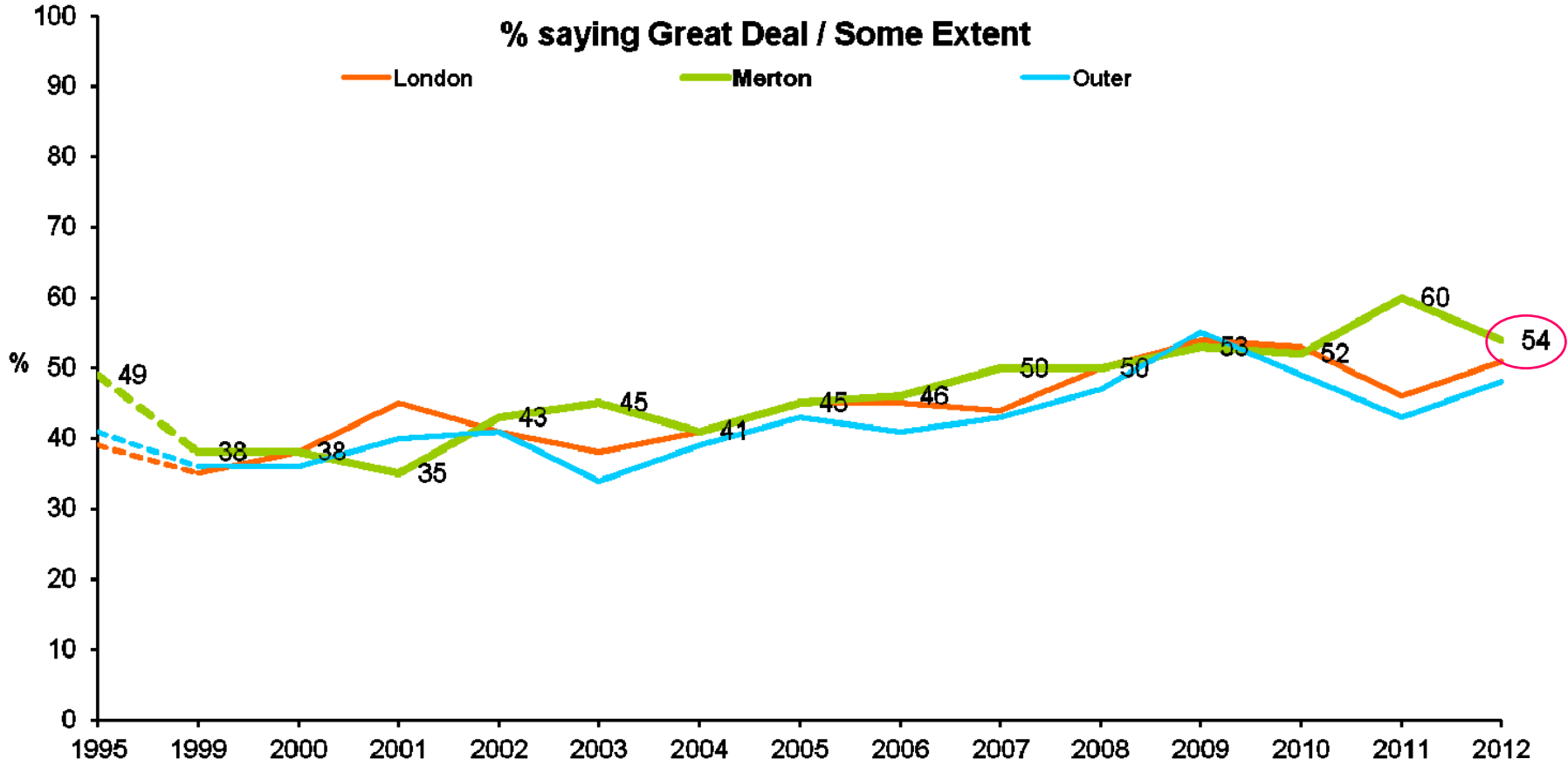
Merton performance is in line with 2011 scores, but increases across London put it behind London averages



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton:1092 ; London: 1268)

# Responds quickly when asked for help

Scores have fallen significantly this year following a peak in 2011



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2012 (Merton:1092 ; London: 1268)

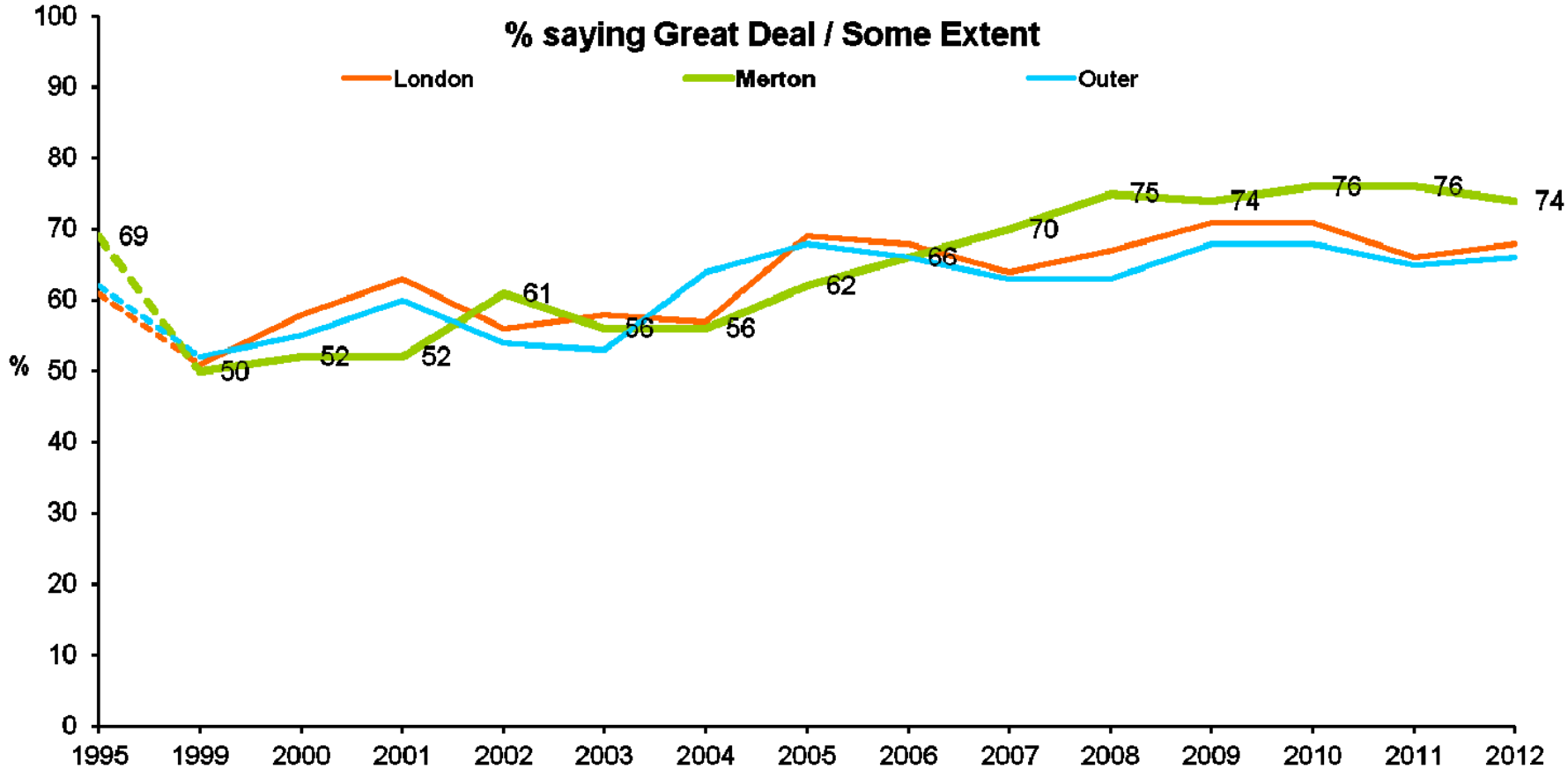


©TNS 2012



# Keeps residents informed

Performance consistently ahead of London since 2006



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2012 (Merton:1092 ; London: 1268)

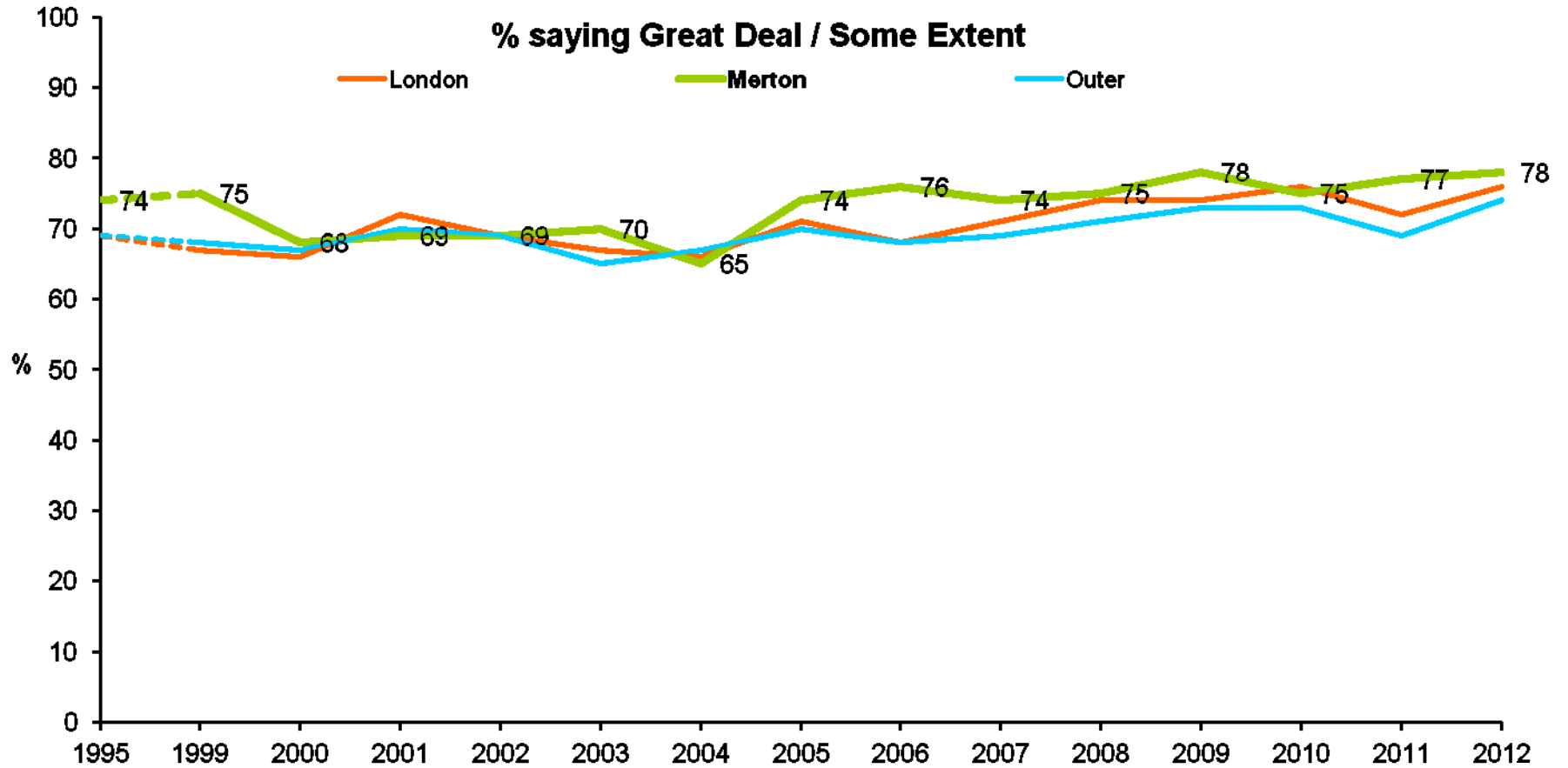


©TNS 2012



# Has staff who are friendly and polite

Performance in line with London average

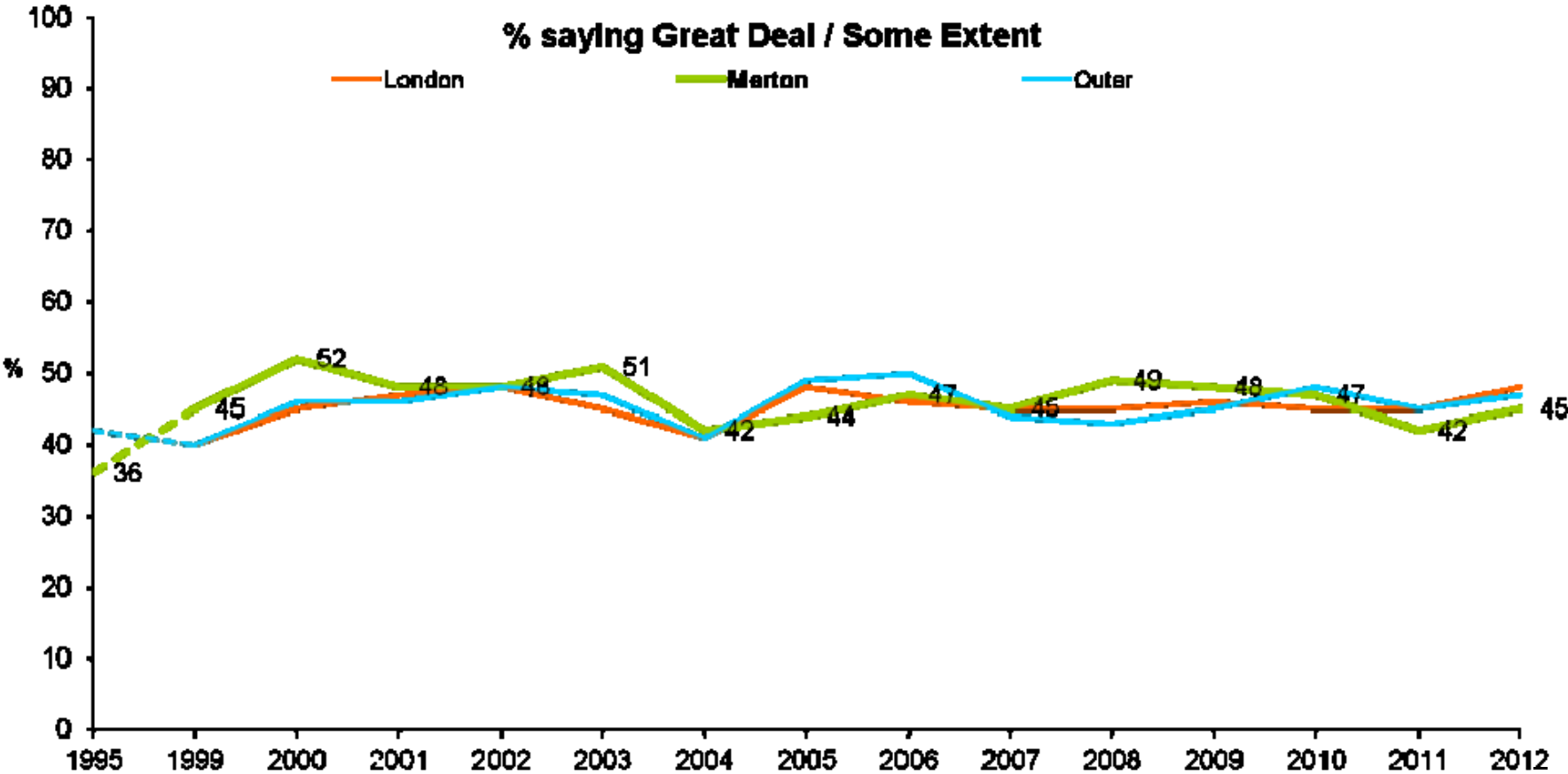


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton:1092 ; London: 1268)



# Doesn't do enough for people like me

Slight increase in agreement following dip in 2011



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton:1092 ; London: 1268)



©TNS 2012

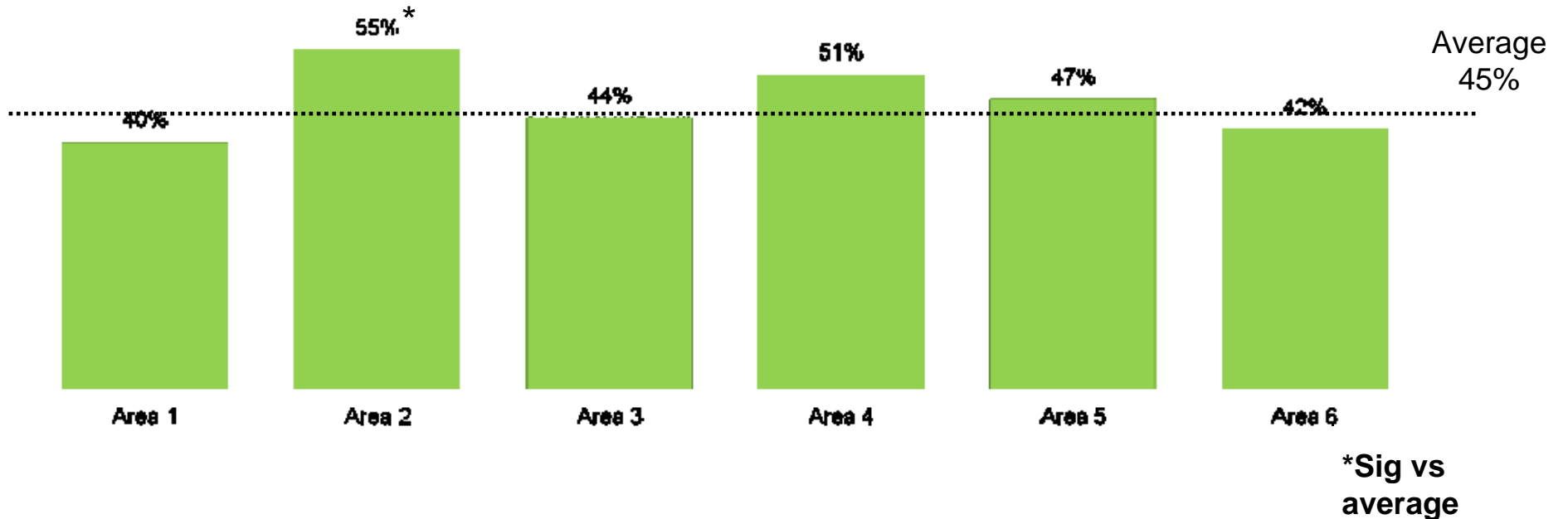


# Doesn't do enough for people like me

Differences by area

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

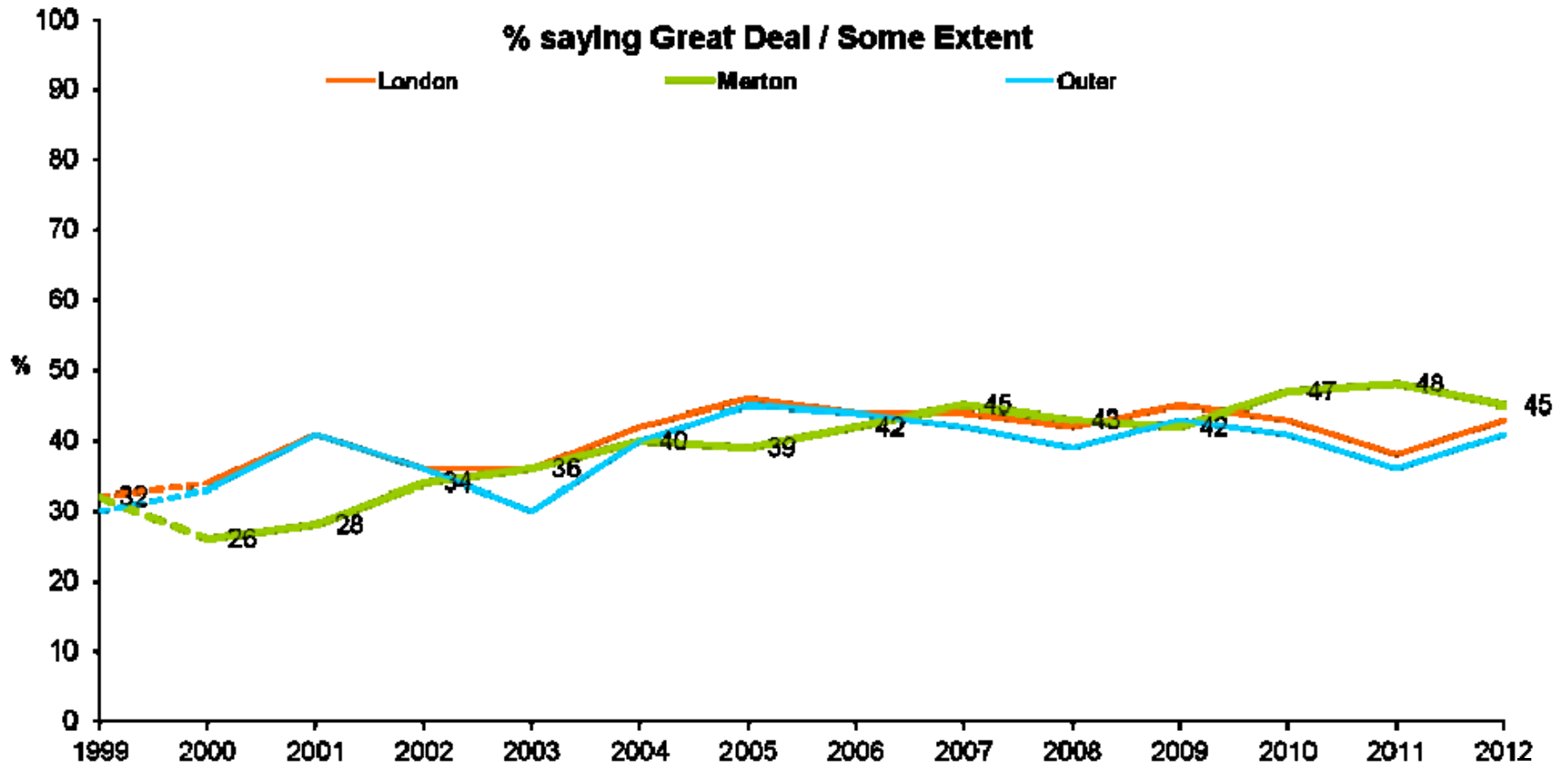
**% saying Great Deal / Some Extent**



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (1092); Area 1 (243) Area 2 (148) Area 3 (203) Area 4 (142) Area 5 (154) Area 6 (202)

# Is doing a better job now than one year ago

Performance is in line with London average



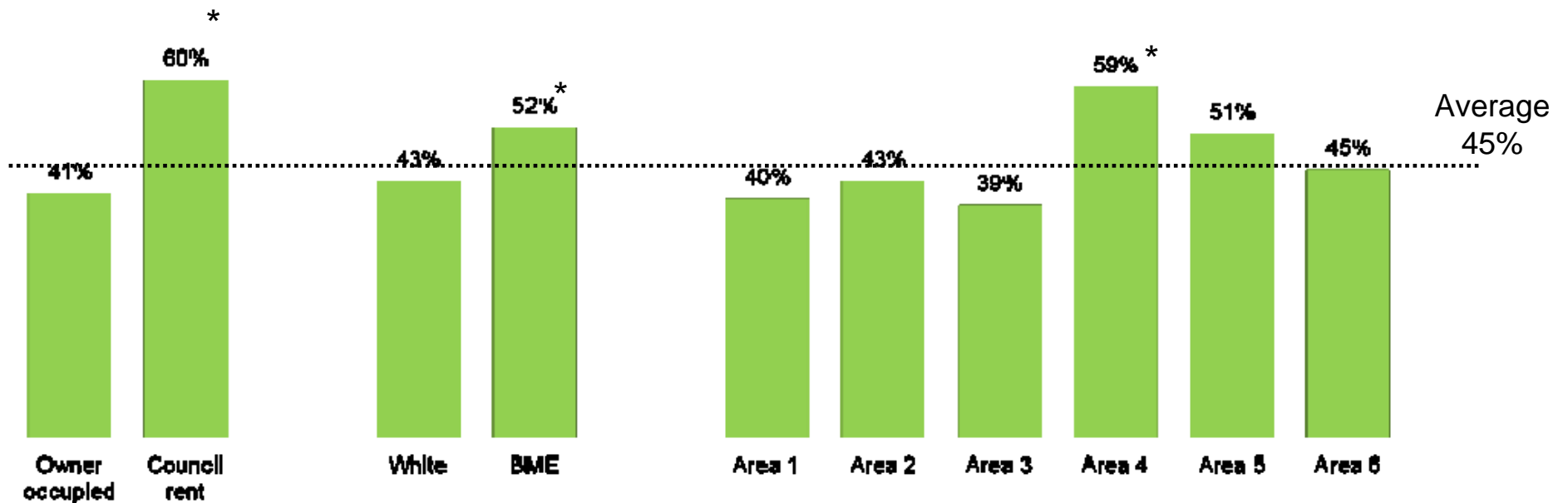
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults 2012 (Merton:1092 ; London: 1268)

# Is doing a better job now than a year ago

Differences by housing tenure, ethnicity and area

**% saying Great Deal / Some Extent**

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

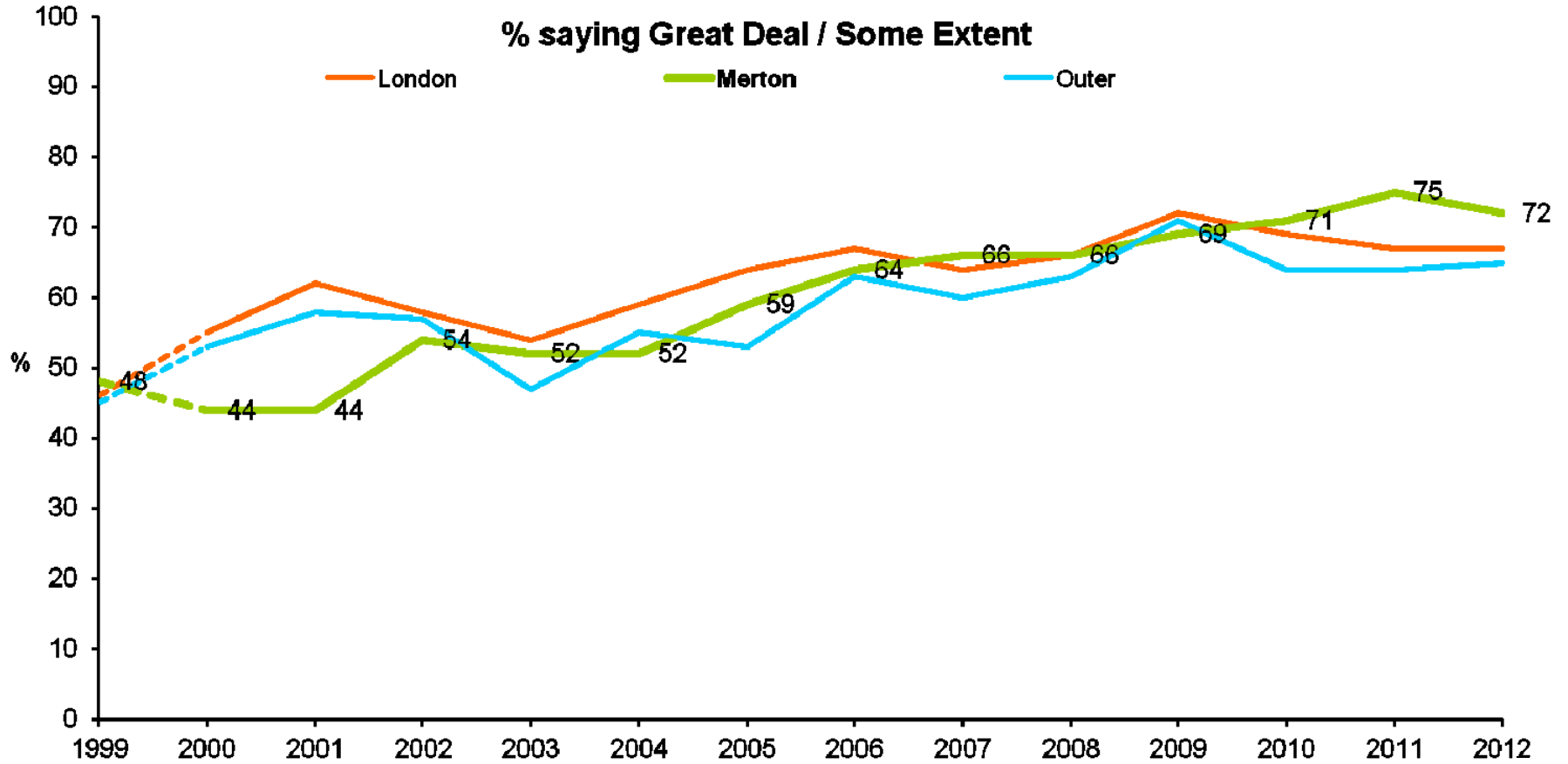


\*Sig

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (1092) Owner occupied (660), Council rent (71) White (782) BME (303); Area 1 (243) Area 2 (148) Area 3 (203) Area 4 (142) Area 5 (154) Area 6 (202)

# Making the area a better place for people to live

Slight drop in scores since last year, although performance is still ahead of London average



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2012 (Merton: 1092; London: 1268)



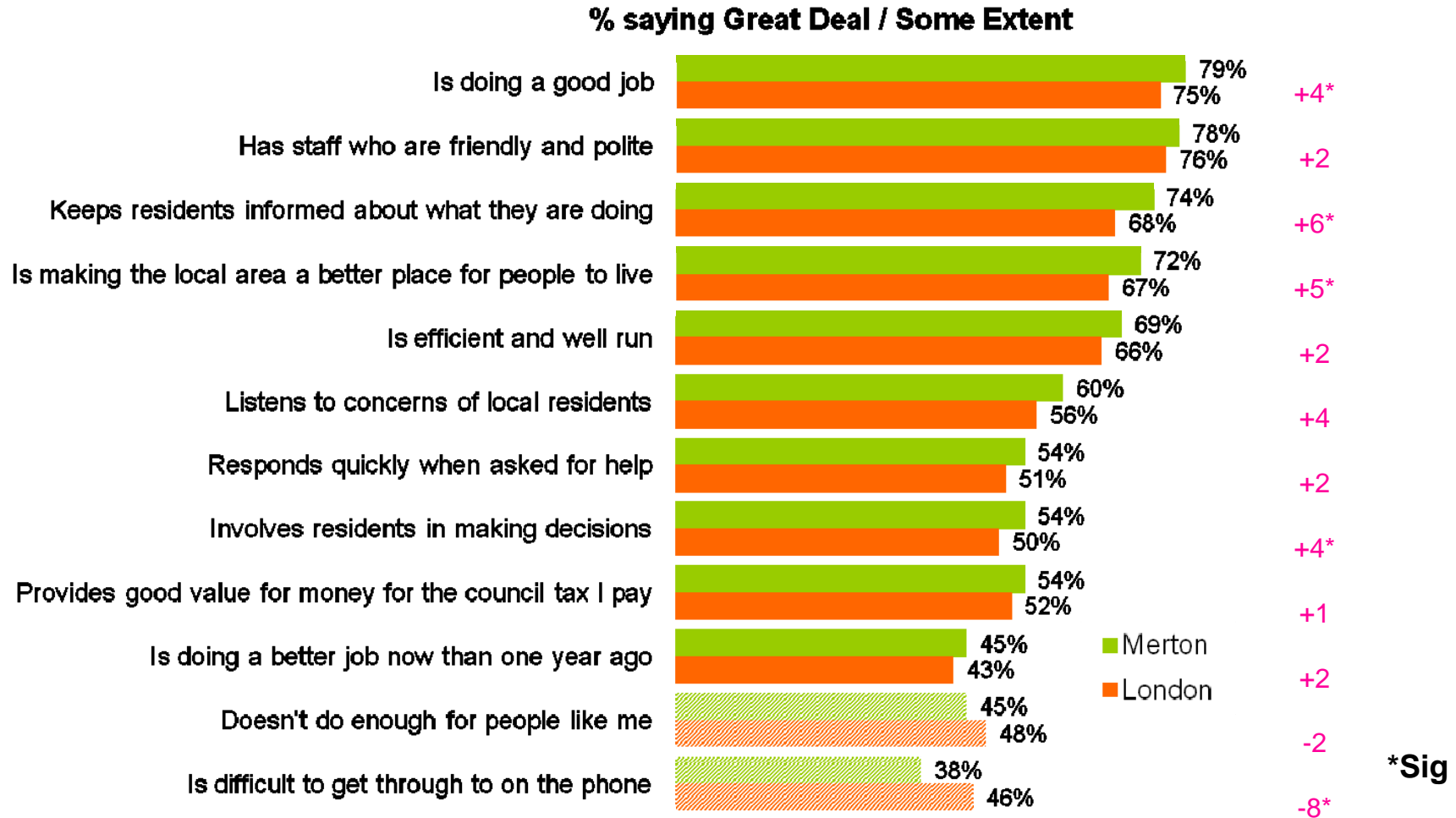
©TNS 2012



# Image of the council 2012/13

Merton 2012/13 compared with London

Difference to London (% pts)



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (Merton: 1092; London: 1268)

# Significant differences for council image

Compared with London

Better	
Is difficult to get through to on the phone	-8% pt
Keeps residents informed about what they are doing	+6% pt
Is making the local area a better place for people to live	+5% pt
Involves residents in making decisions	+4% pt
Is doing a good job	+4% pt

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (Merton: 1092; London: 1268)

# Service Delivery





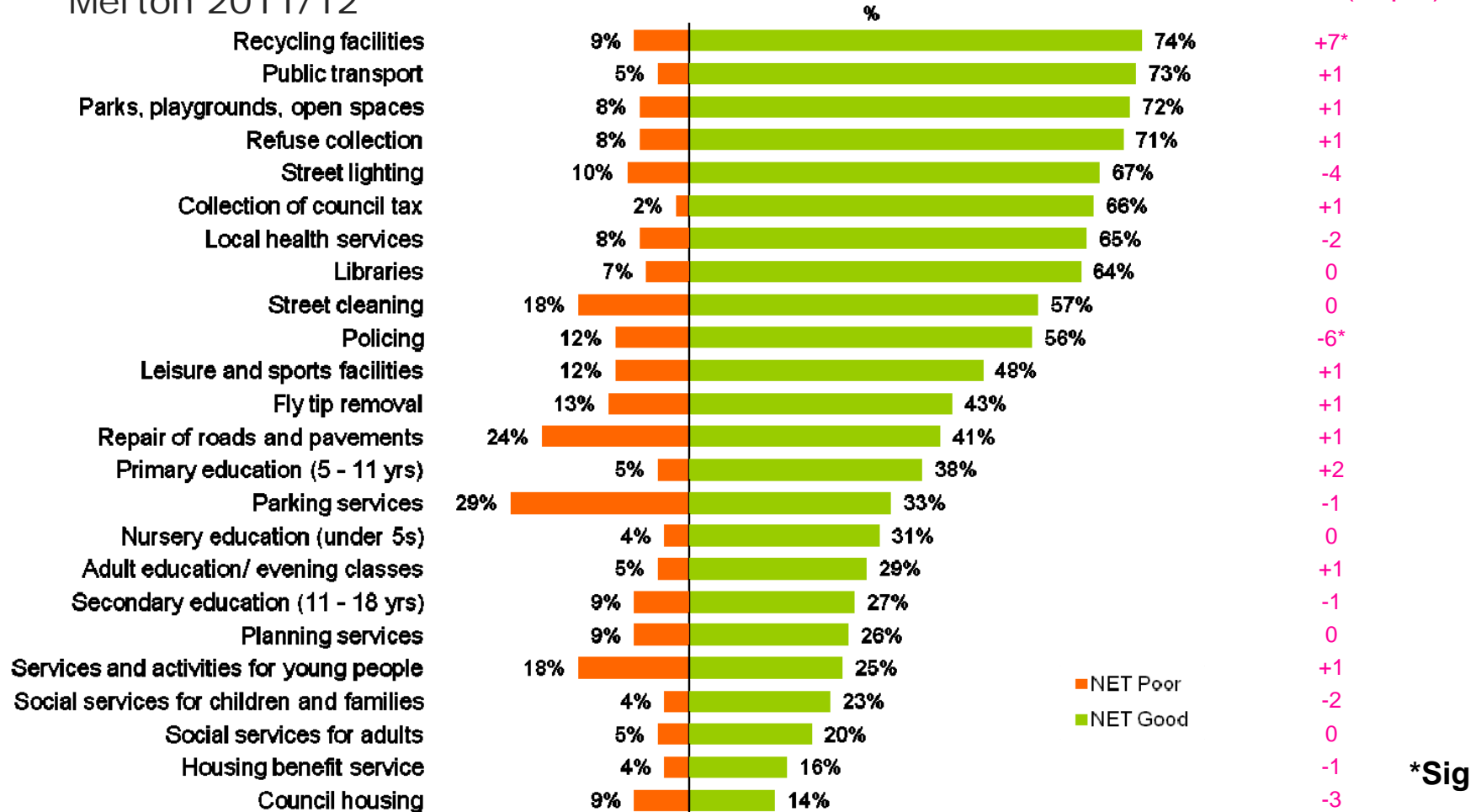
## Summary – Service Delivery

- After falling in 2011, recycling facilities performance has significantly increased this year and is back above London averages. Public transport also remains one of the key areas respondents feel the council performs well
- Perceptions of policing in the borough have fallen significantly this year, with 56% feeling that this is an area in which Merton performs well.
- There has been a significant increase in perceived performance of recycling among respondents who use this service. Users of primary education continue to rate performance significantly more positively than the London average (in line with results seen in 2011).
- Respondents have rated policing, repair of road and pavements, recycling facilities, parks, playgrounds and open spaces, refuse collection, parking services and local health services significantly above the London average score – these are areas that respondents feel Merton performs particularly well in compared to the rest of London
- Housing benefit service, secondary education and council housing performance are all significantly behind the London average

# Perceived service delivery

Merton 2011/12

Change from 2010/11 (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults (1092)

# Significant changes in service delivery

Since 2011/12

Better	
Recycling facilities	+7% pt

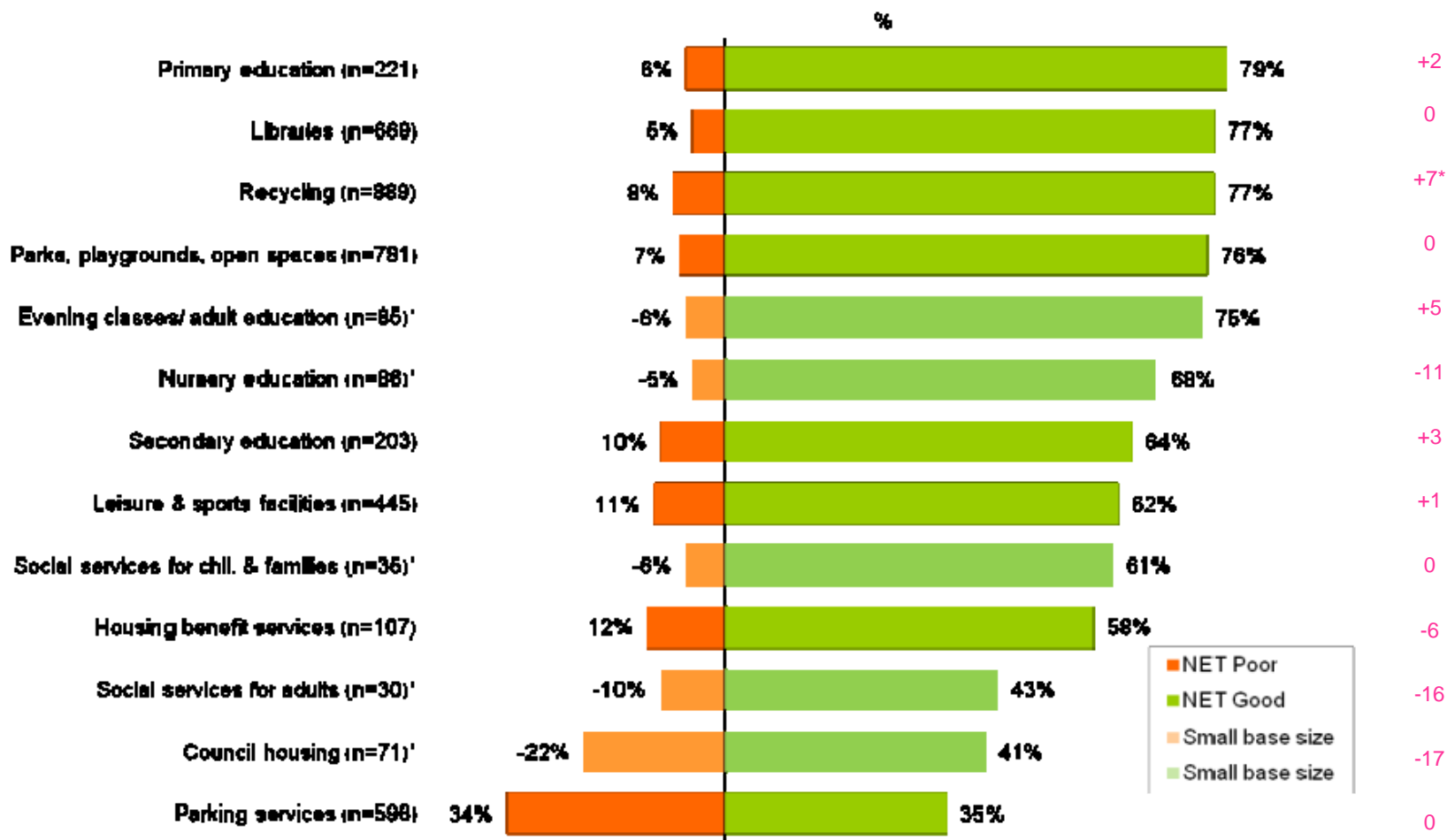
Worse	
Policing	-6% pt

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults (1092)

# Perceived service delivery – among users

Merton 2012/ 2013

Change from 2011/12 (% pts)



\*Sig

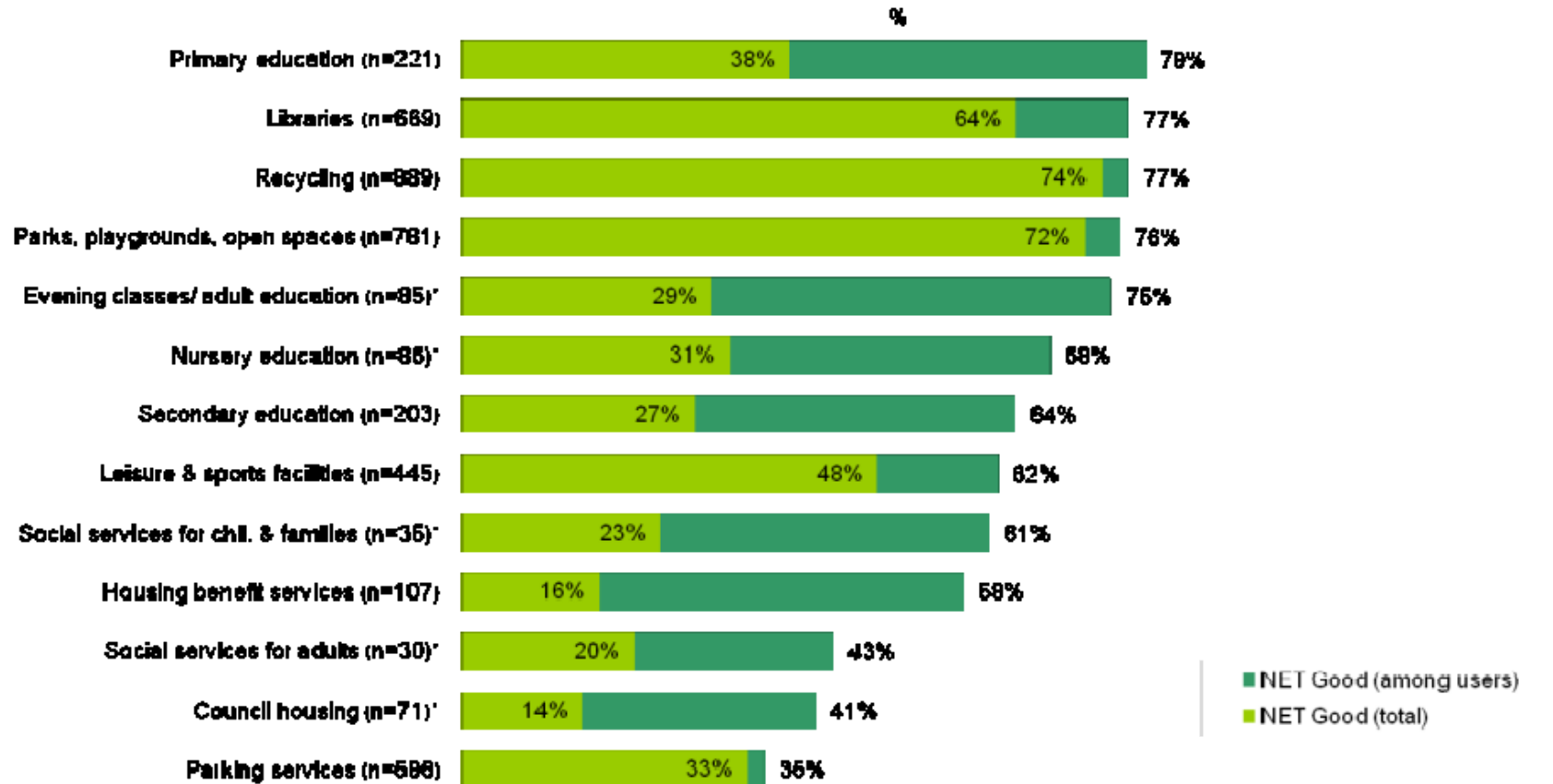
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users (30 to 889)

\*Low base size (<100) results should be treated as indicative only

# Perceived service delivery – differences between users and non-users

Merton 2011/12



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users (30 to 889)

\*Low base size (<100) results should be treated as indicative only

# Changes since 2011/12

% saying Good - Excellent

	All residents	Users
Recycling facilities	+7*	+7*
Parks, playgrounds and open spaces	+1	0
Libraries	0	0
Leisure and sports facilities	+1	+1
Nursery education	0	+2
Primary education	+2	+9
Secondary education	-1	+3
Adult education	+1	+5
Social services for adults	0	-16
Social services for families	-2	0
Parking services	-1	0
Housing benefit	-1	-6
Council housing	-3	-17

**\*Sig**

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users (30 to 889)

# Summary of service delivery performance – 1 of 2

Merton 2012/13 compared with 2011/12 and London 2012/13

% saying Good - Excellent

	All residents	Users
Parks, playgrounds, open spaces		
Policing		
Public transport		
Street lighting		
Refuse collection		
Local health services		
Collection of council tax		
Libraries		
Street cleaning		
Leisure and sports facilities		
Repair of roads and pavements		
Primary education (5 - 11 yrs)		
Parking services		

Key	
Significantly improved and >3% above London average	
Significantly improved and +/- 3% of London average or >3% below London average	
No change and +/- 3% of London average / >3% above London average	
No change and >3% below London average	
Significantly decreased and +/- 3% of London average / >3% above London average	
Significantly decreased and >3% below London average	

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All residents (1092) users (30 to 889)

# Summary of service delivery performance – 2 of 2

% saying Good - Excellent

	All residents	Users
Nursery education (under 5s)		
Adult education/ evening classes		
Secondary education (11 - 18 yrs)		
Social services for children and families		
Social services for adults		
Housing benefit service		
Council housing		
Recycling facilities		

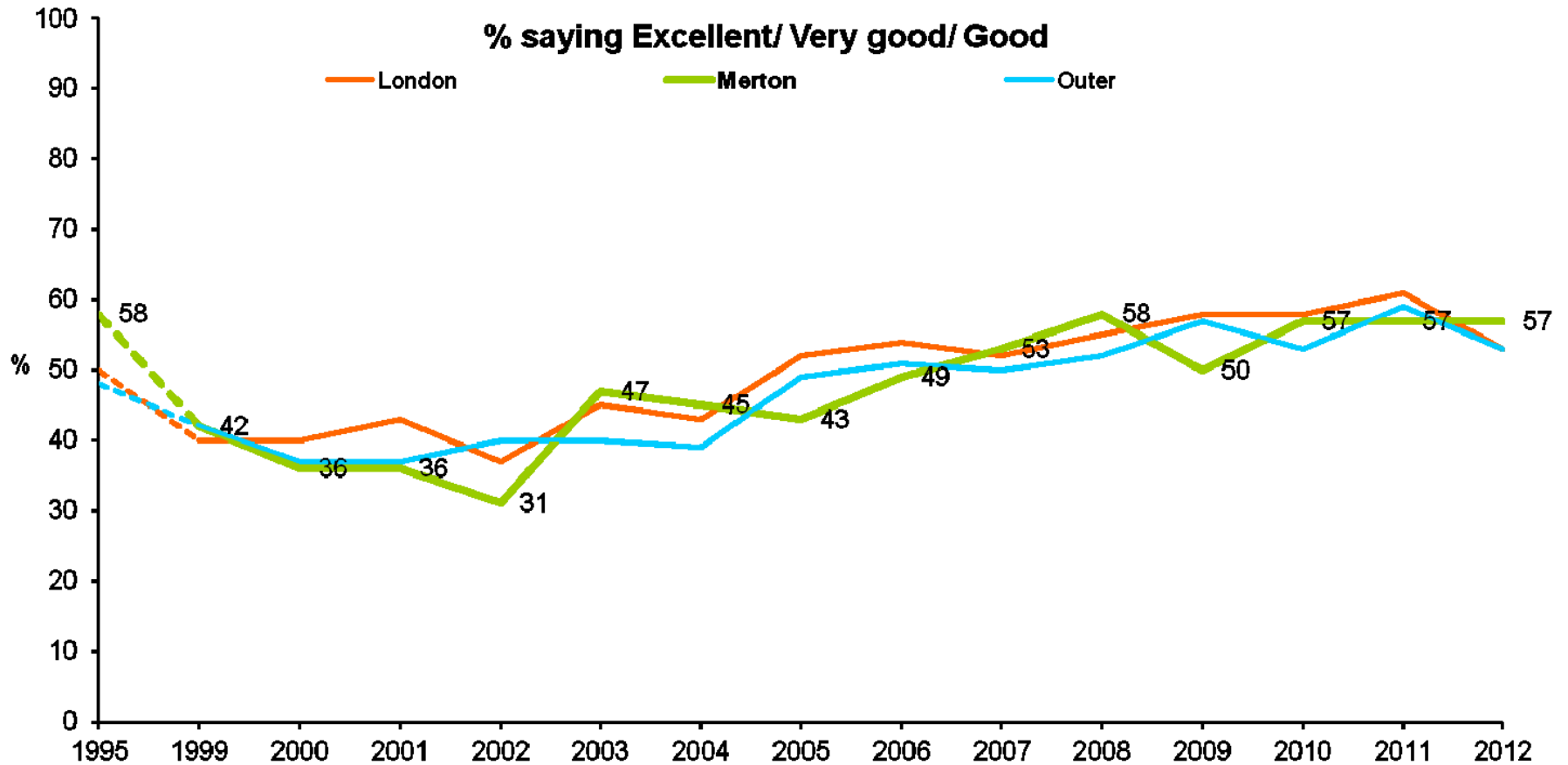
Key	
Significantly improved and >3% above London average	
Significantly improved and +/- 3% of London average or >3% below London average	
No change and +/- 3% of London average / >3% above London average	
No change and >3% below London average	
Significantly decreased and +/- 3% of London average / >3% above London average	
Significantly decreased and >3% below London average	

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All residents (1092) users (30 to 889)



# Street cleaning

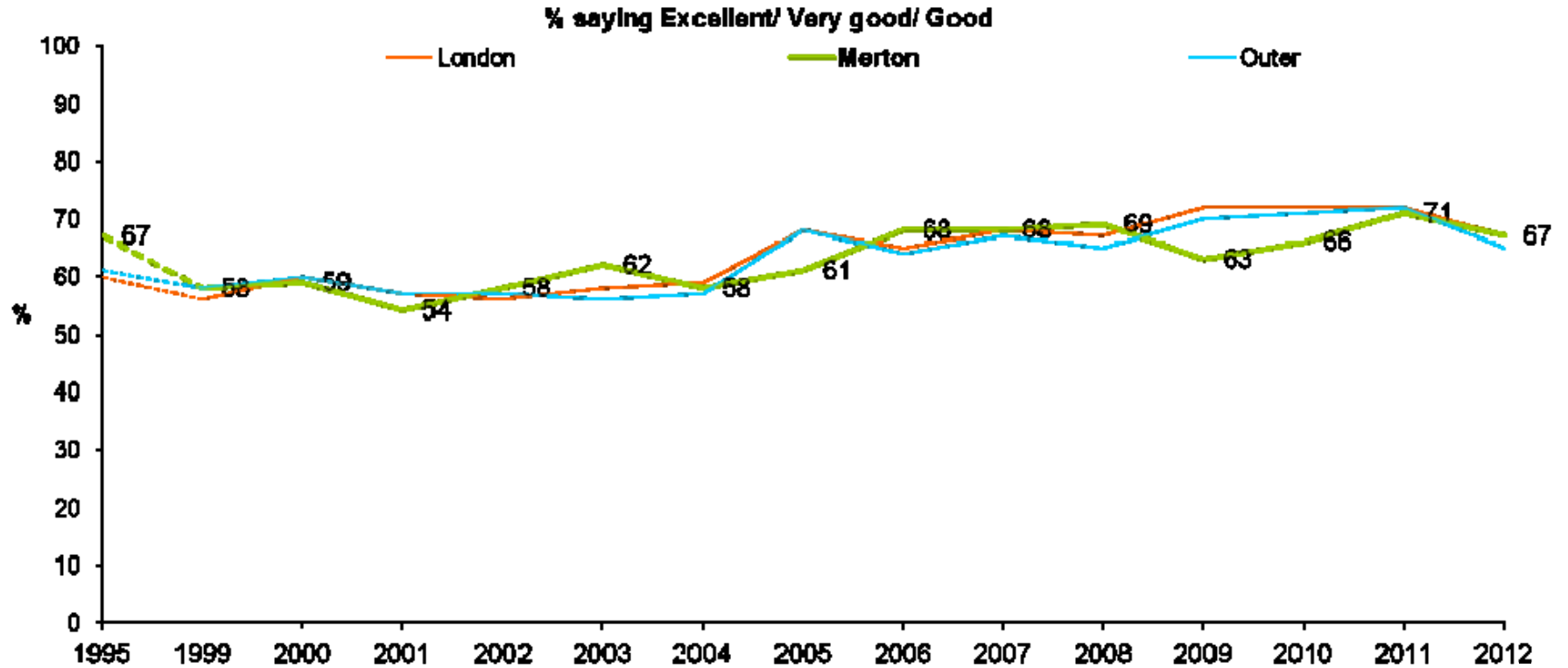
Stable across 2010-2012, despite a decrease in London scores this year



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Street lighting

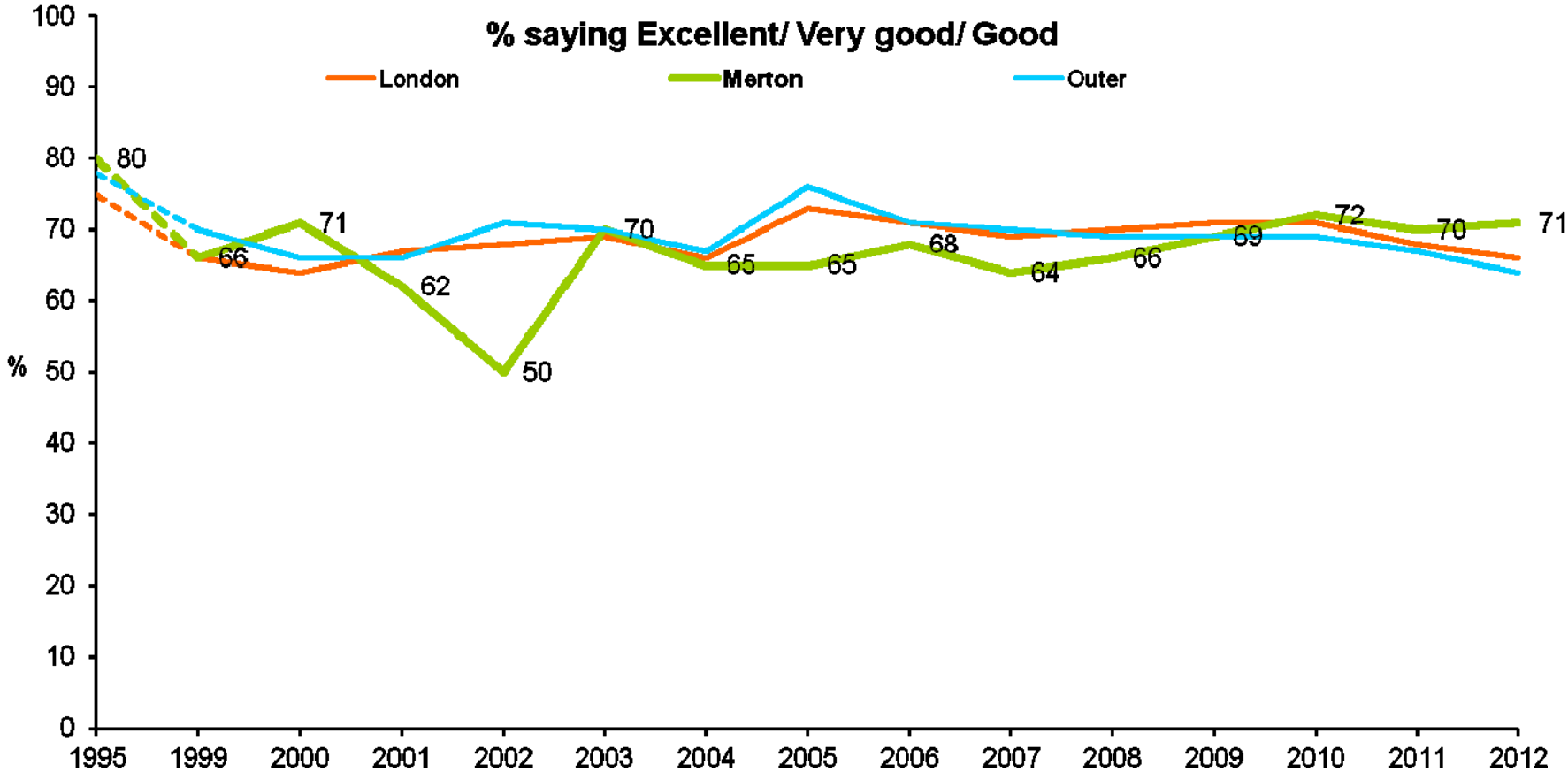
Scores have fallen in line with London average back to 2010 levels



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Refuse collection

Fall in London scores puts performance ahead of London and Outer



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

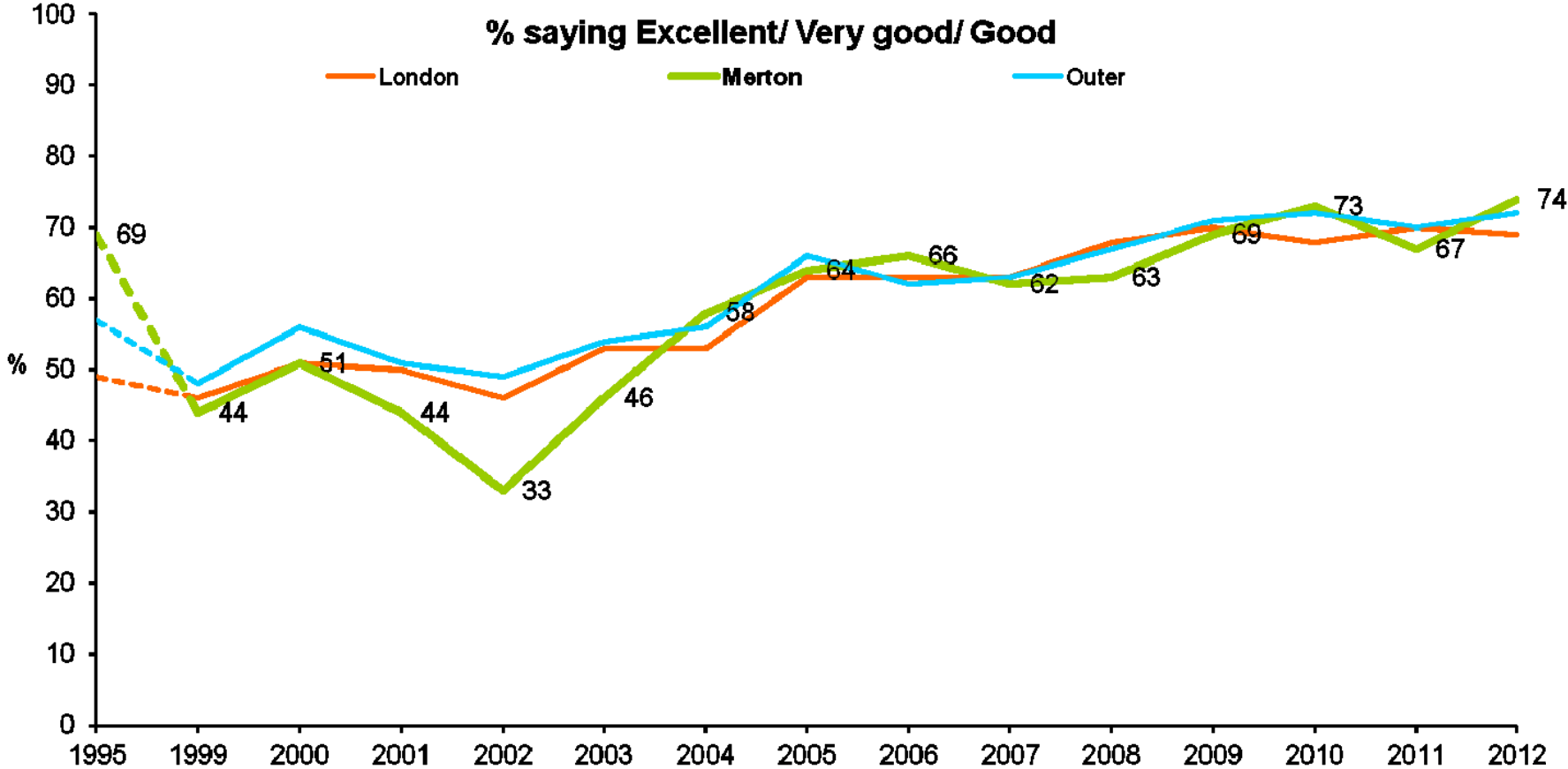


©TNS 2012



# Recycling facilities

After a fall in scores last year, a significant increase this year puts scores back ahead of London, but in line with outer London results



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

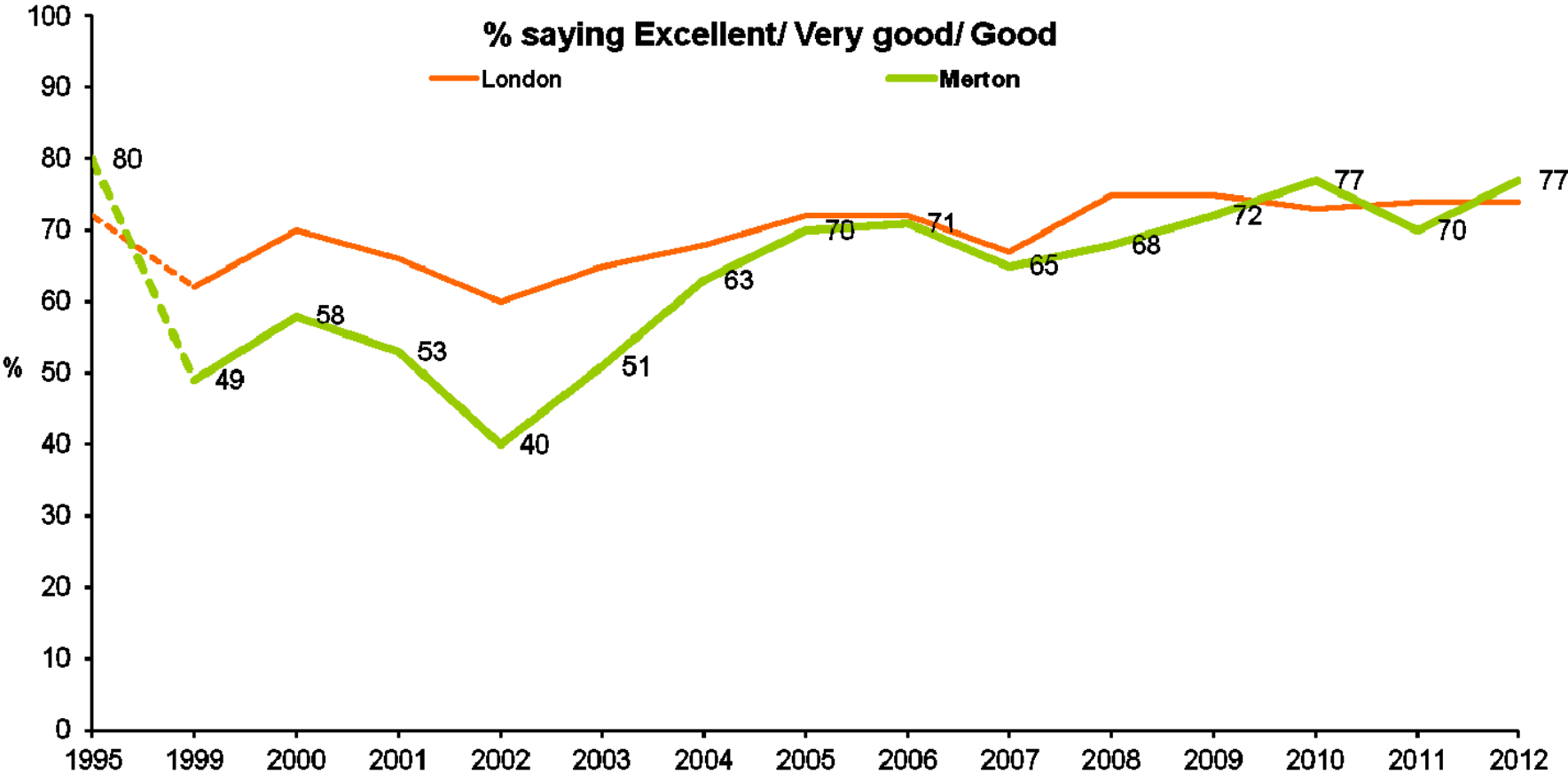


©TNS 2012



# Recycling facilities – among users

Scores have recovered from 2011 and are back in line with scores in 2010



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 889; London: 911)

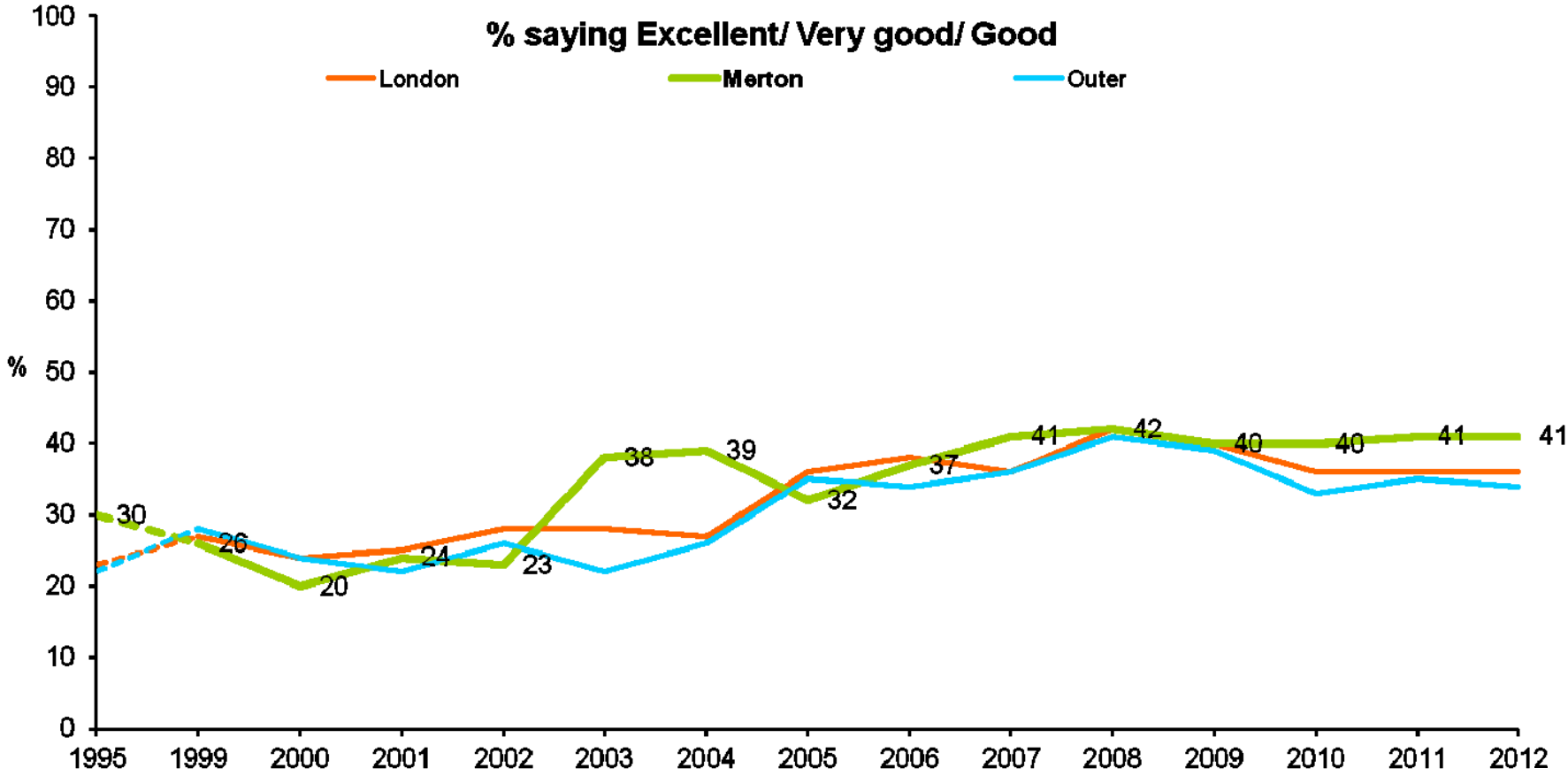


©TNS 2012



# Repair of roads and pavements

Performance has remained relatively consistent since 2007



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

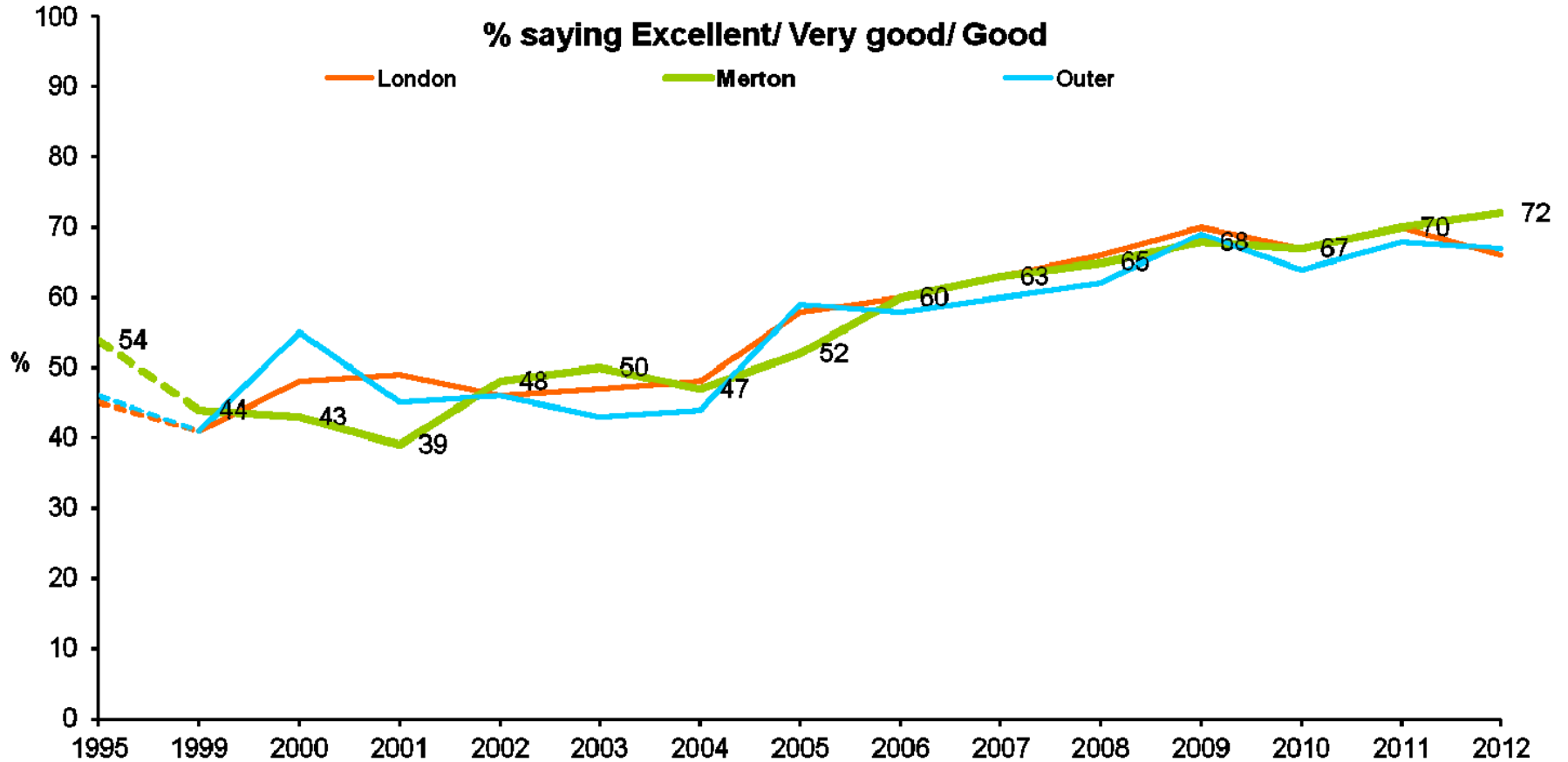


©TNS 2012



# Parks, playgrounds and open spaces

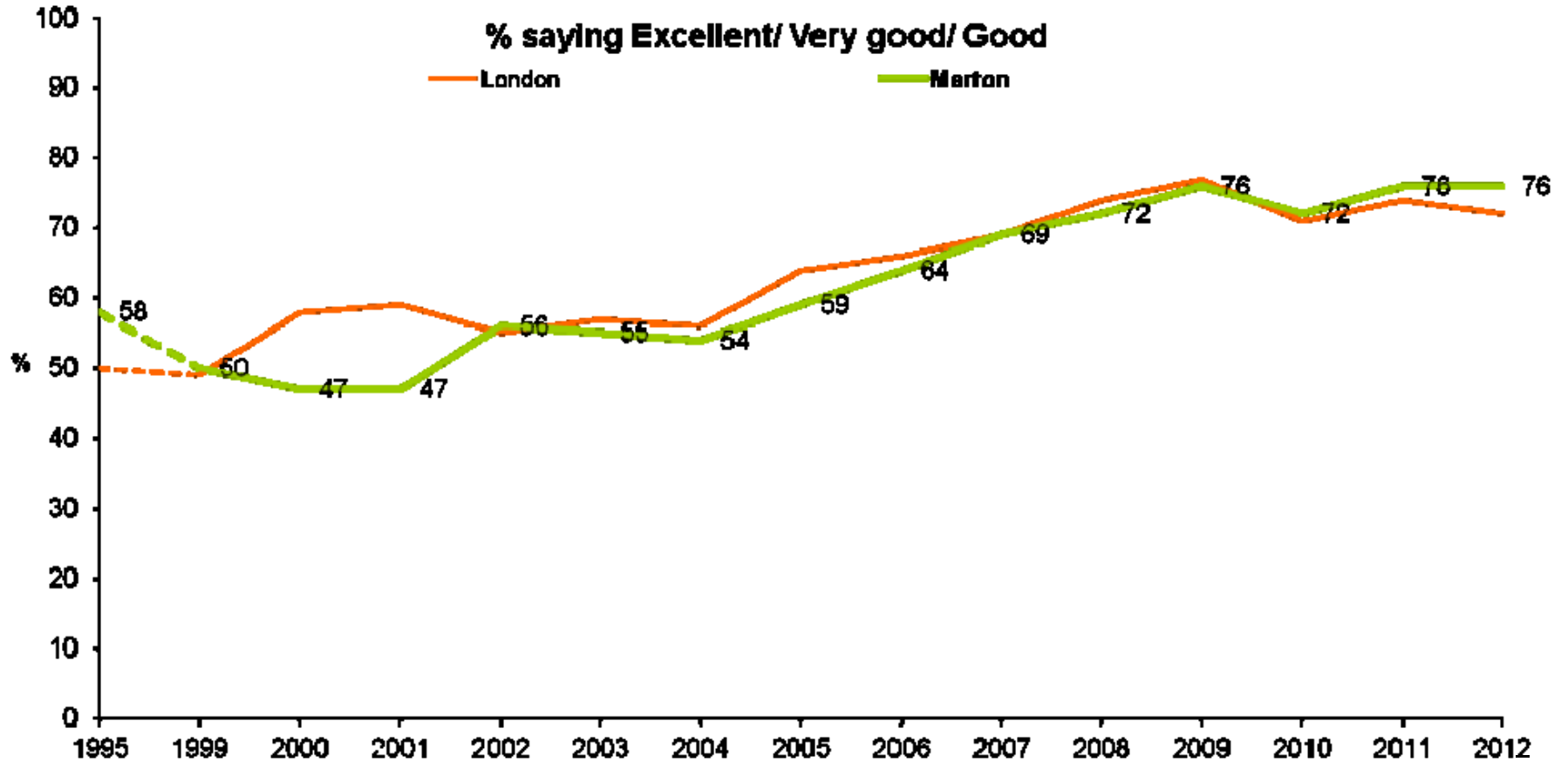
Performance has improved across 2010-2012 and is now ahead of London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

# Parks, playgrounds and open spaces – among users

Performance remains consistent with last year, slightly ahead of London average

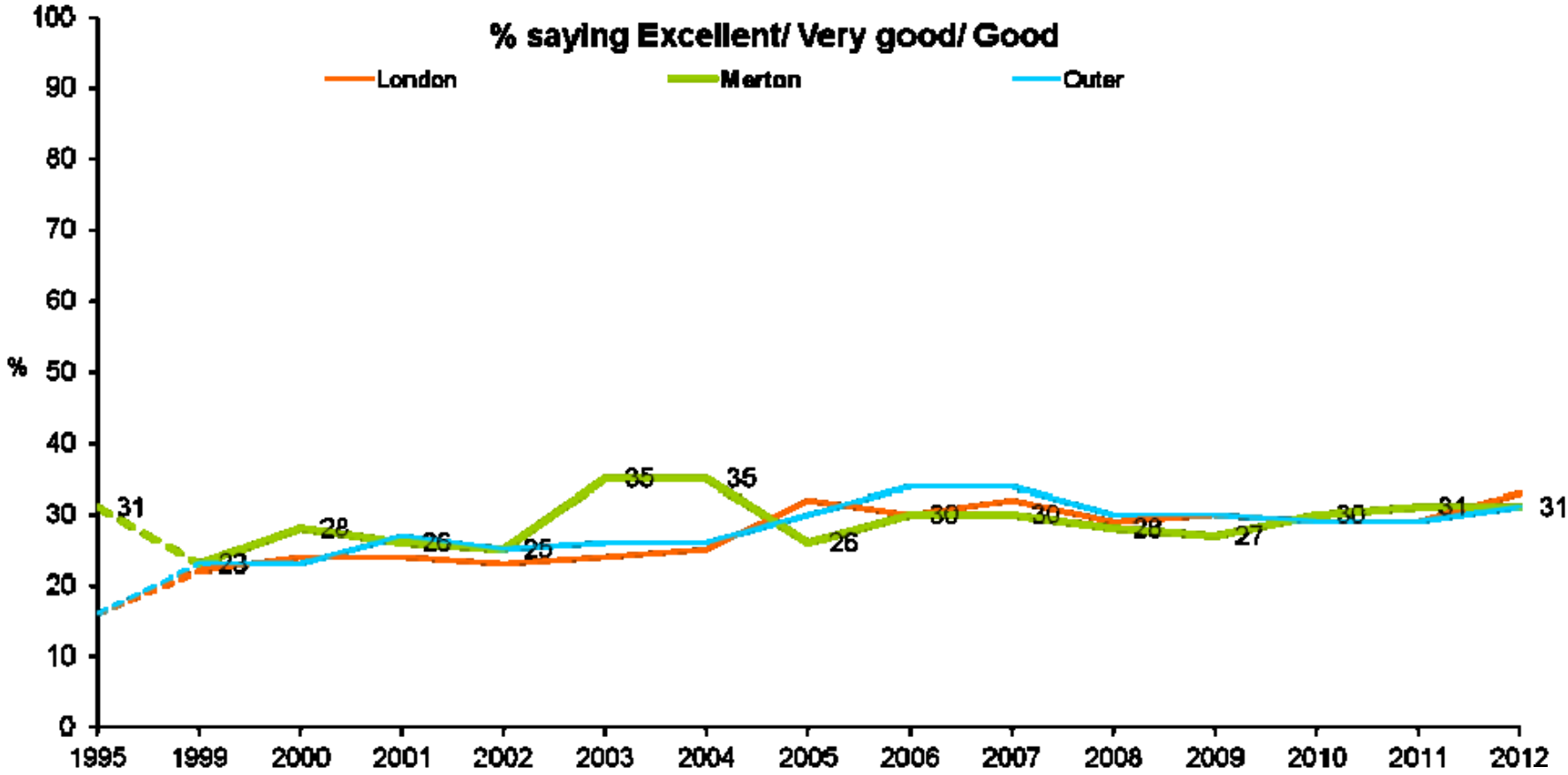


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 781; London: 877)



# Nursery education

Merton is in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

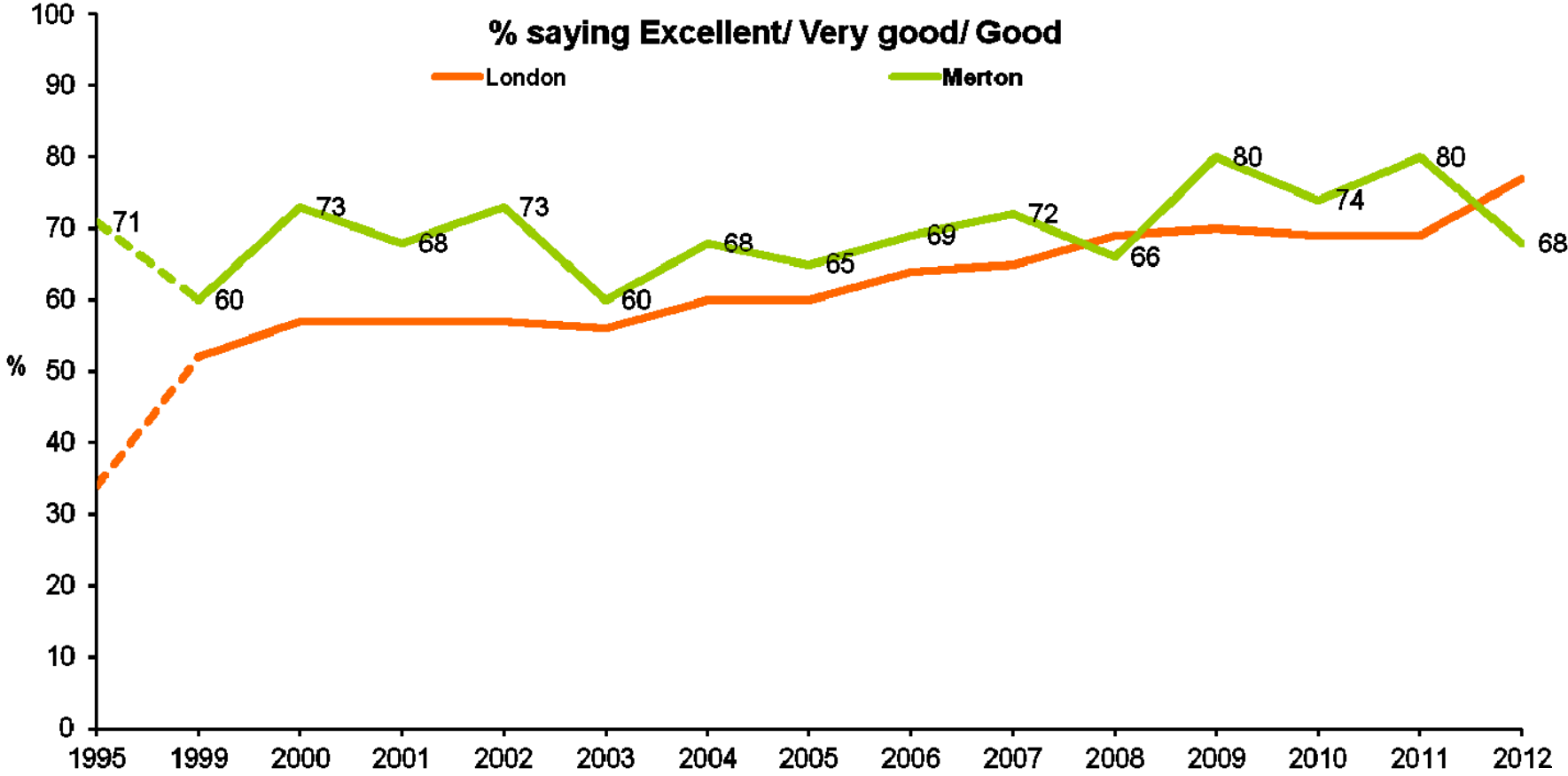


©TNS 2012



# Nursery education – among users

Performance has fallen this year and is now behind the London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 86; London: 109)

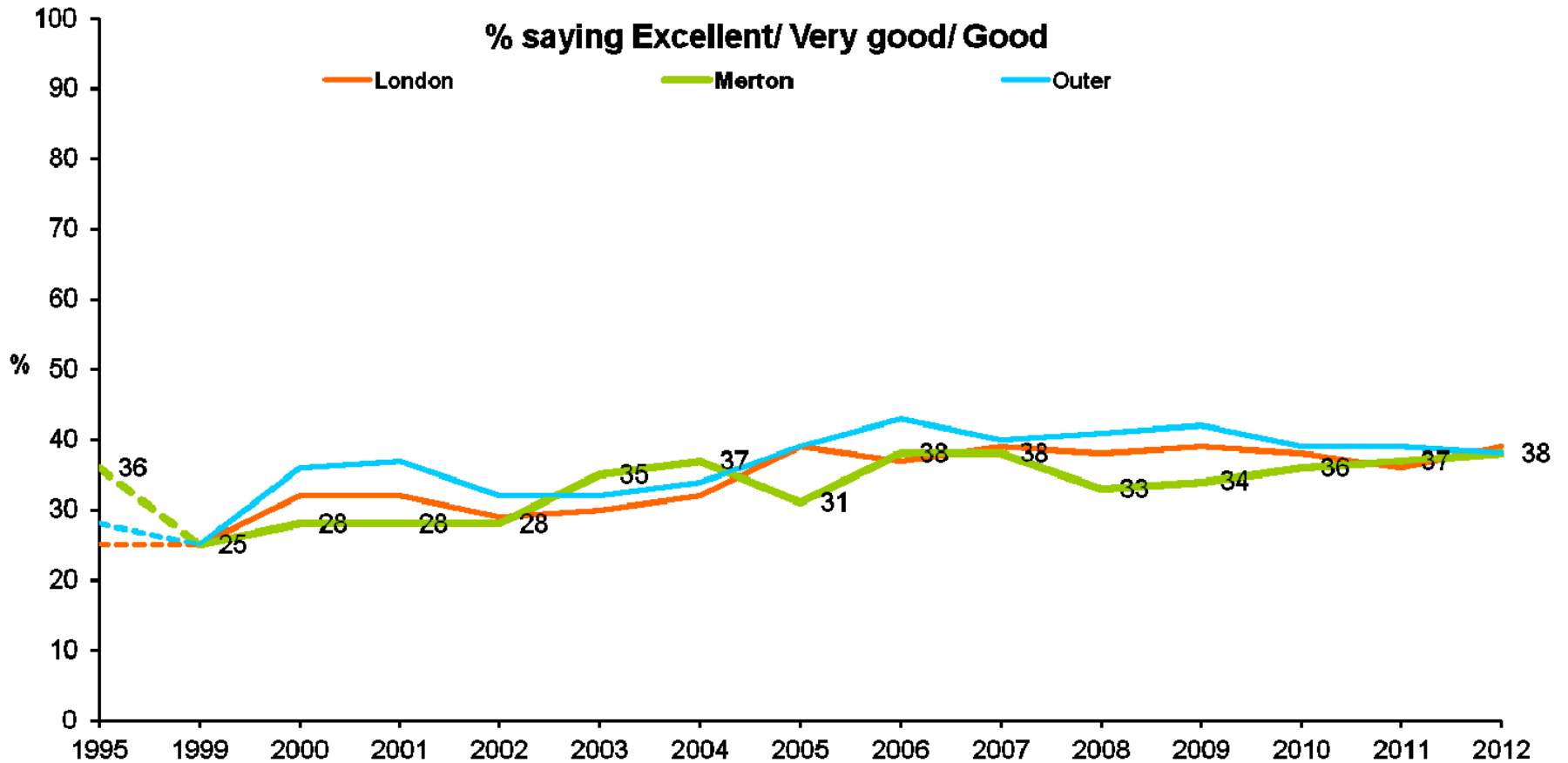


©TNS 2012



# Primary education

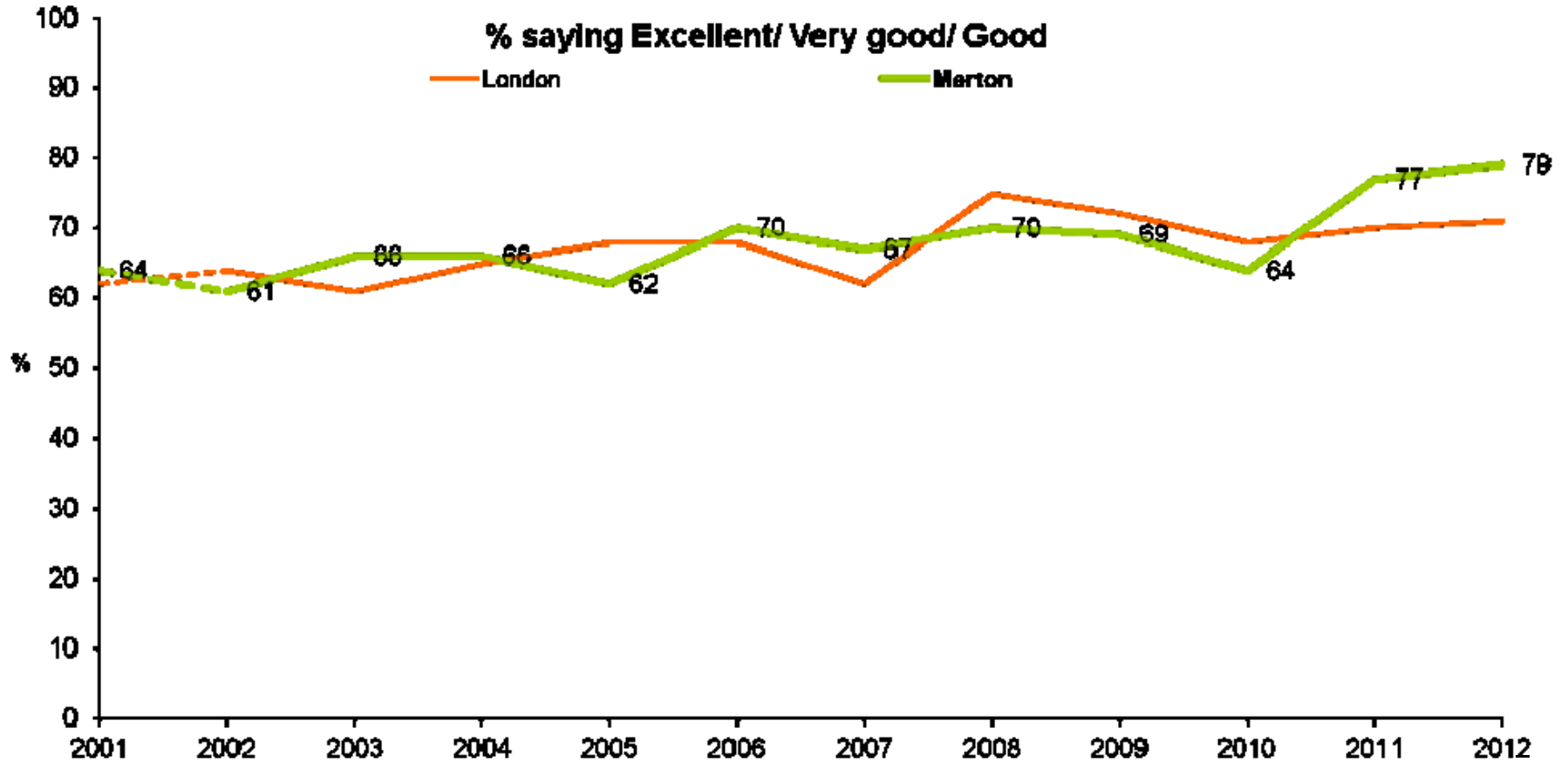
Performance stable across recent years



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Primary education – among users

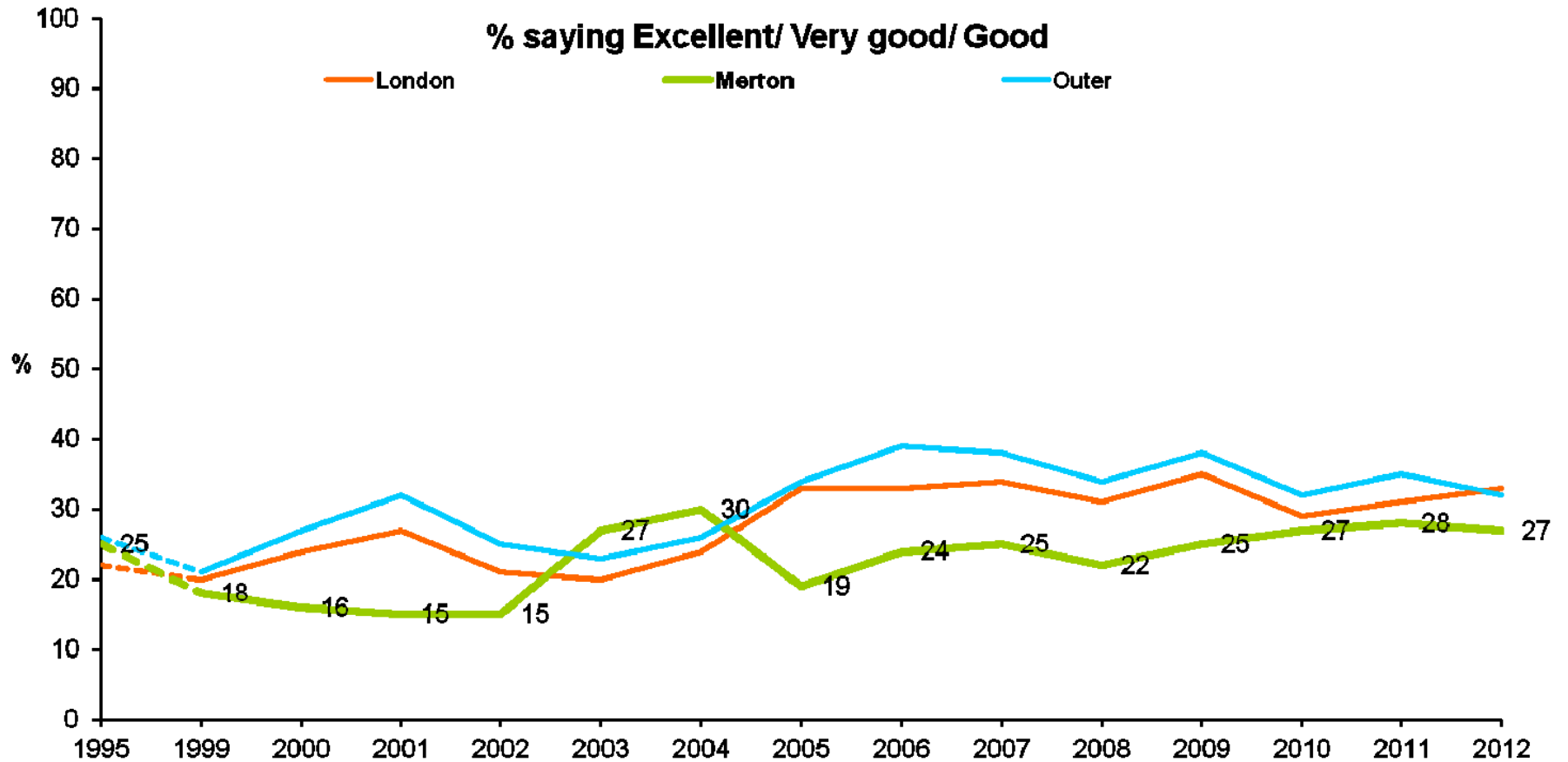
Scores have remained stable since 2011 and are still ahead of London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 221; London: 262)

# Secondary education

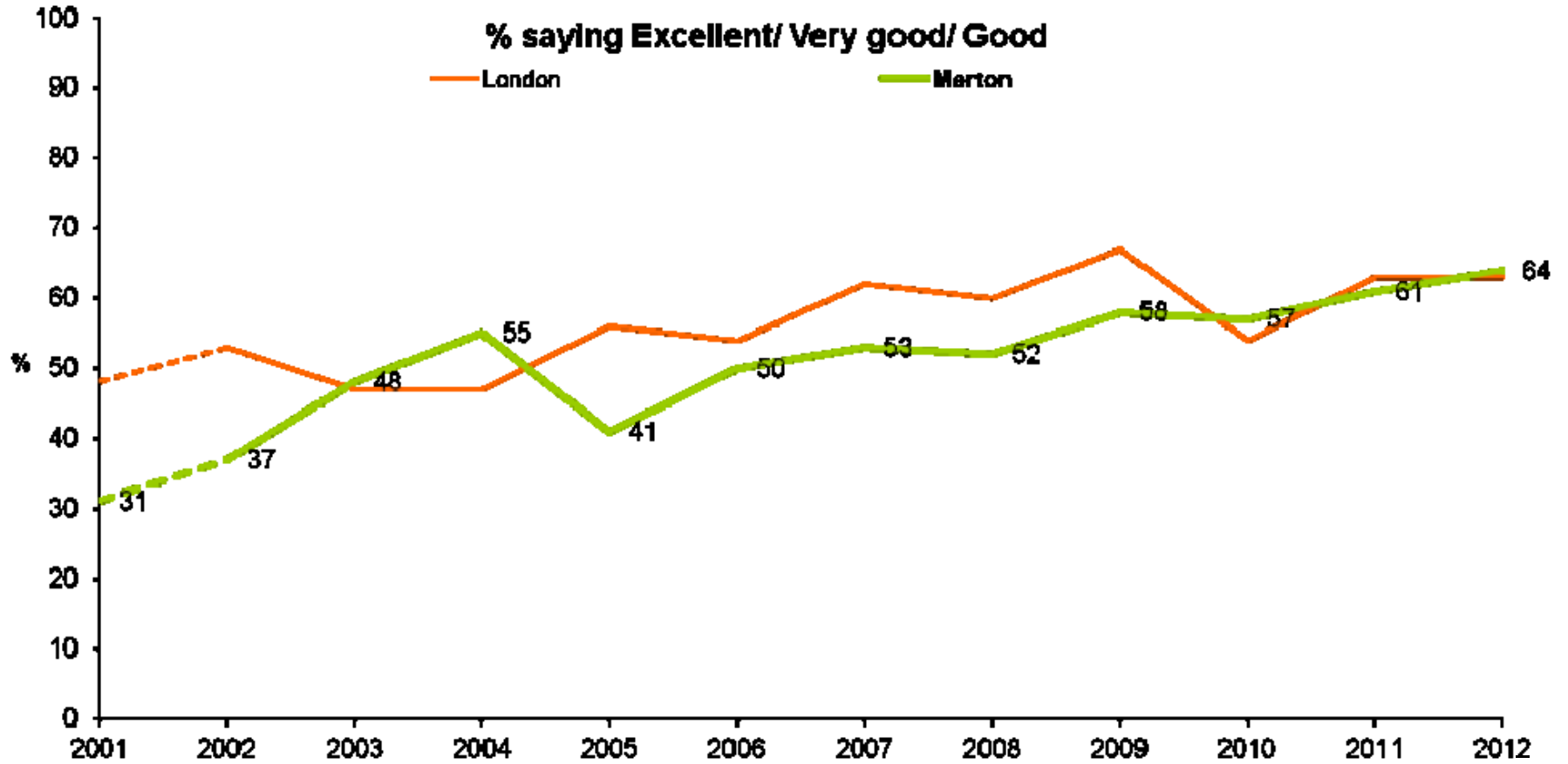
Performance has been relatively stable across 2010-2012



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

# Secondary education – among users

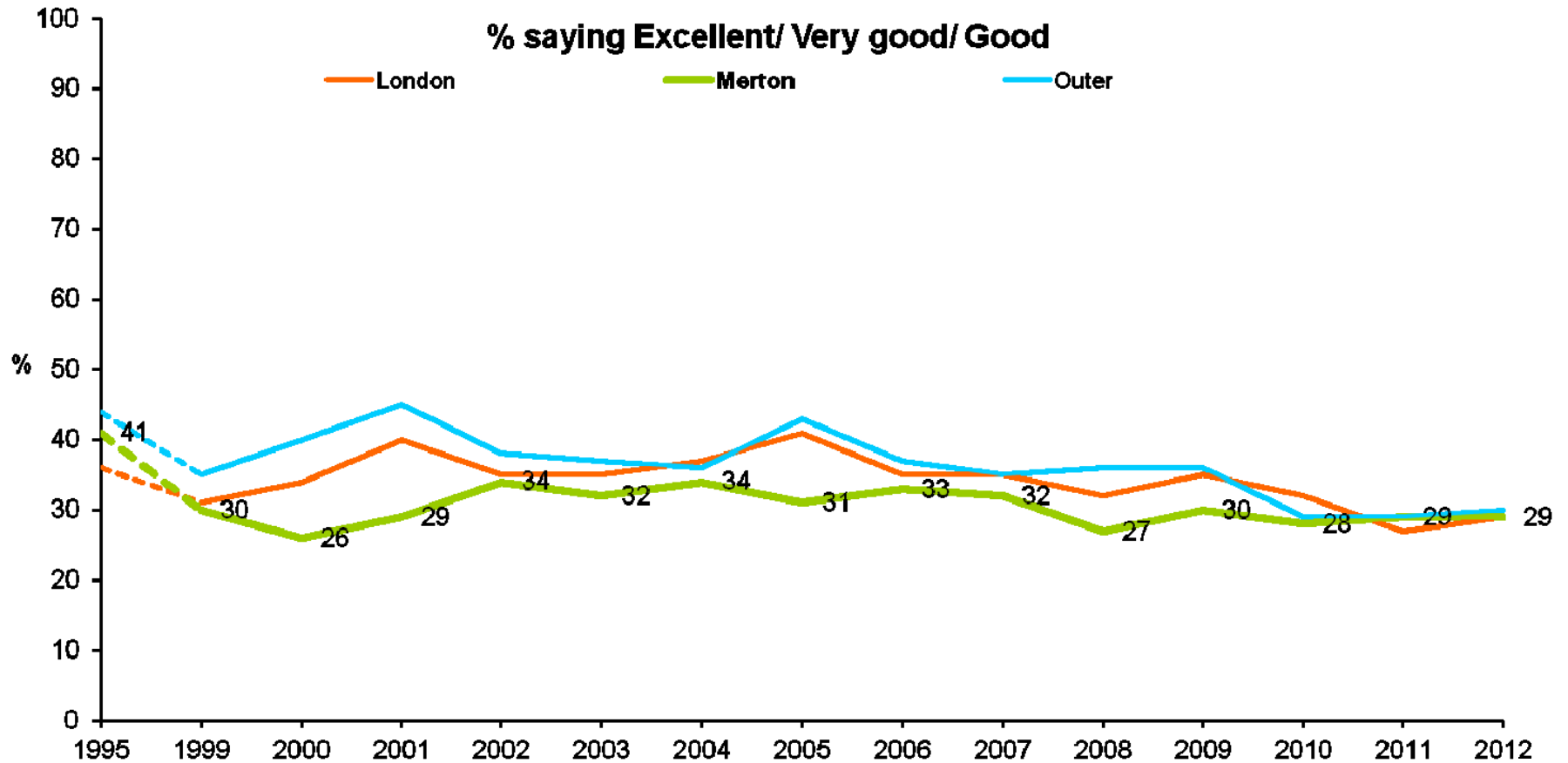
Performance remains stable, in line with London scores



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 203; London: 269)

# Adult education/evening classes

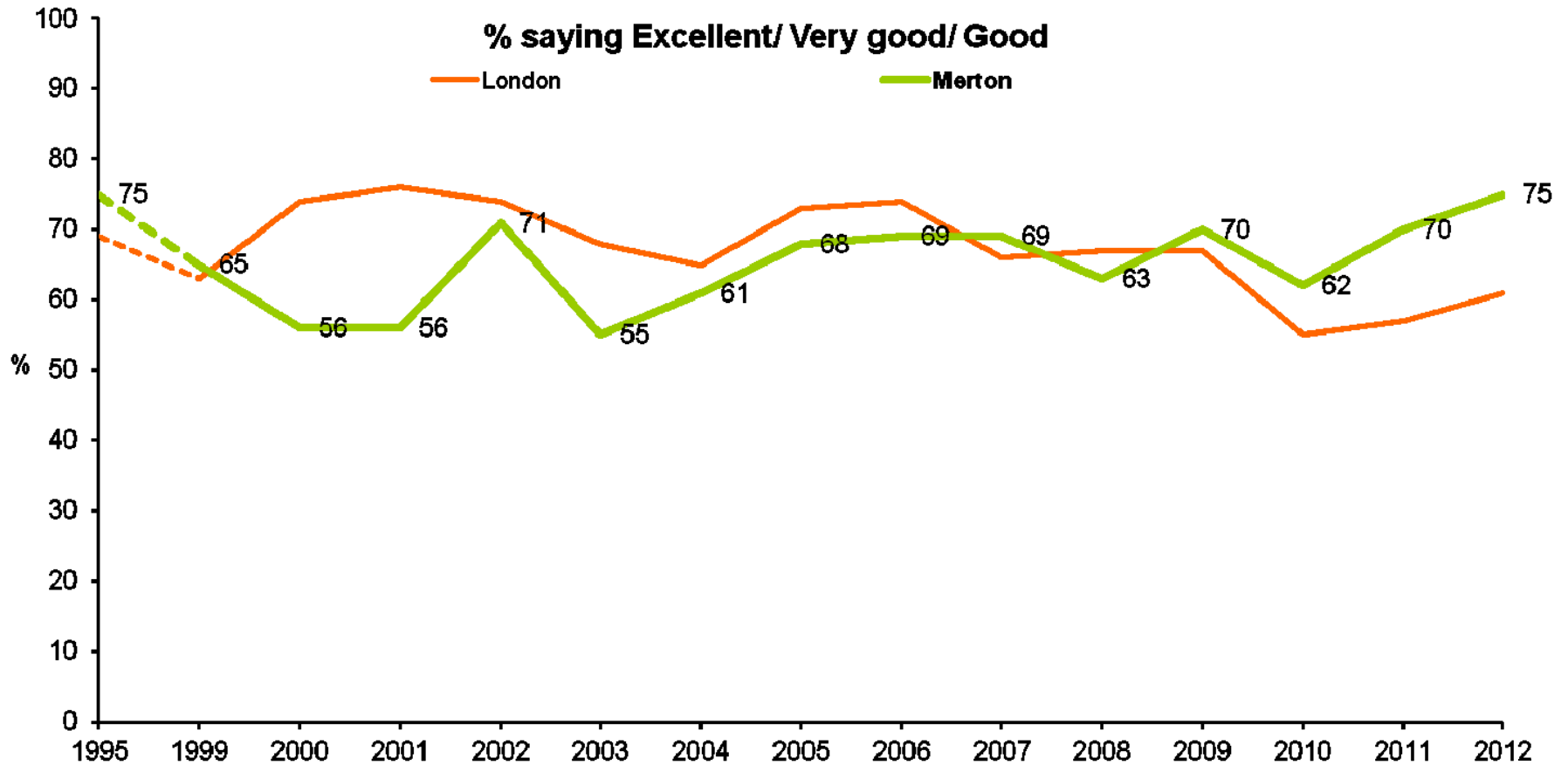
Performance stable across recent years, in line with London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Adult education/evening classes – among users

Performance continues to increase in 2012, ahead of London average

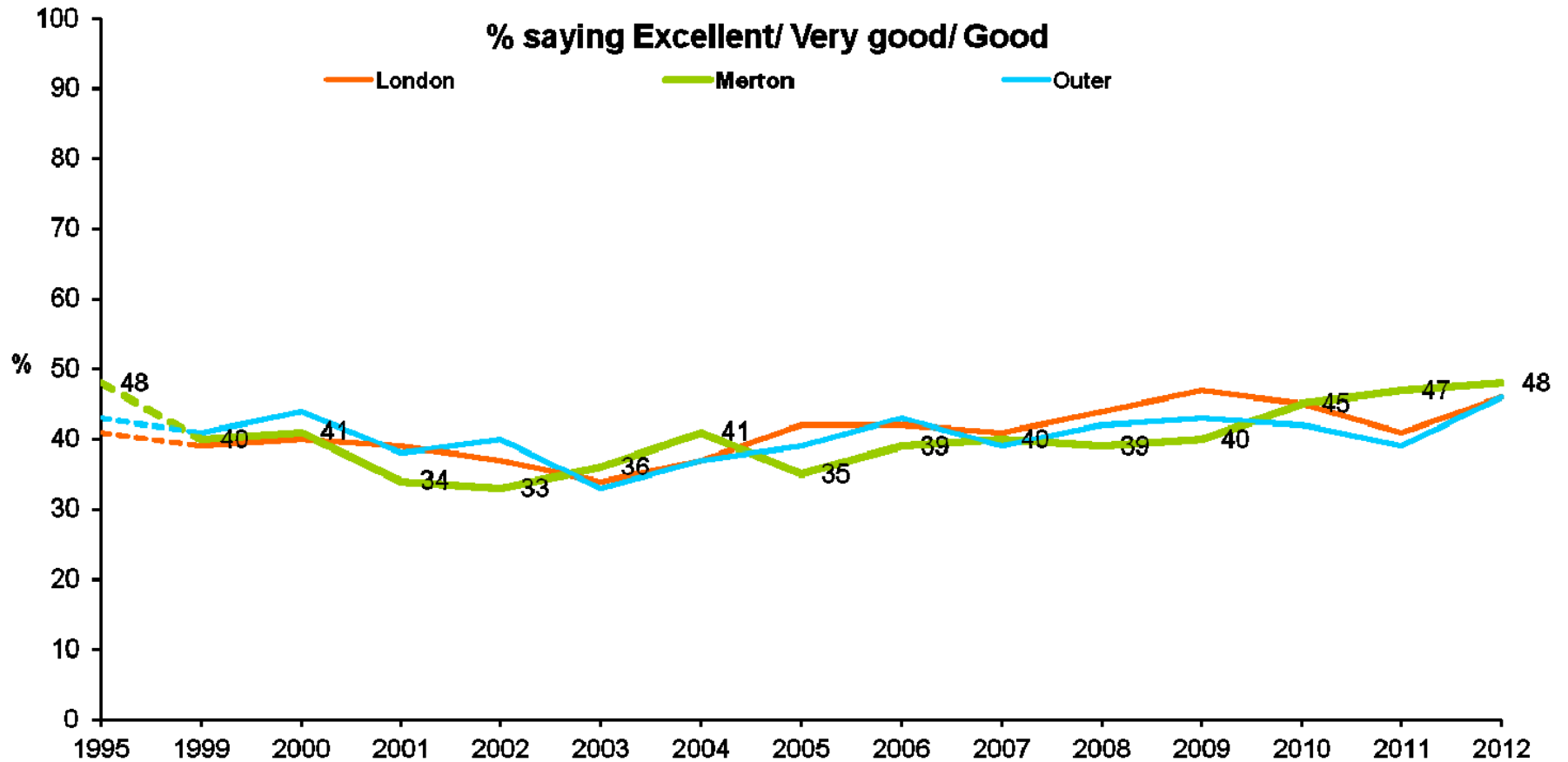


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 85; London: 80)



# Leisure and sports facilities

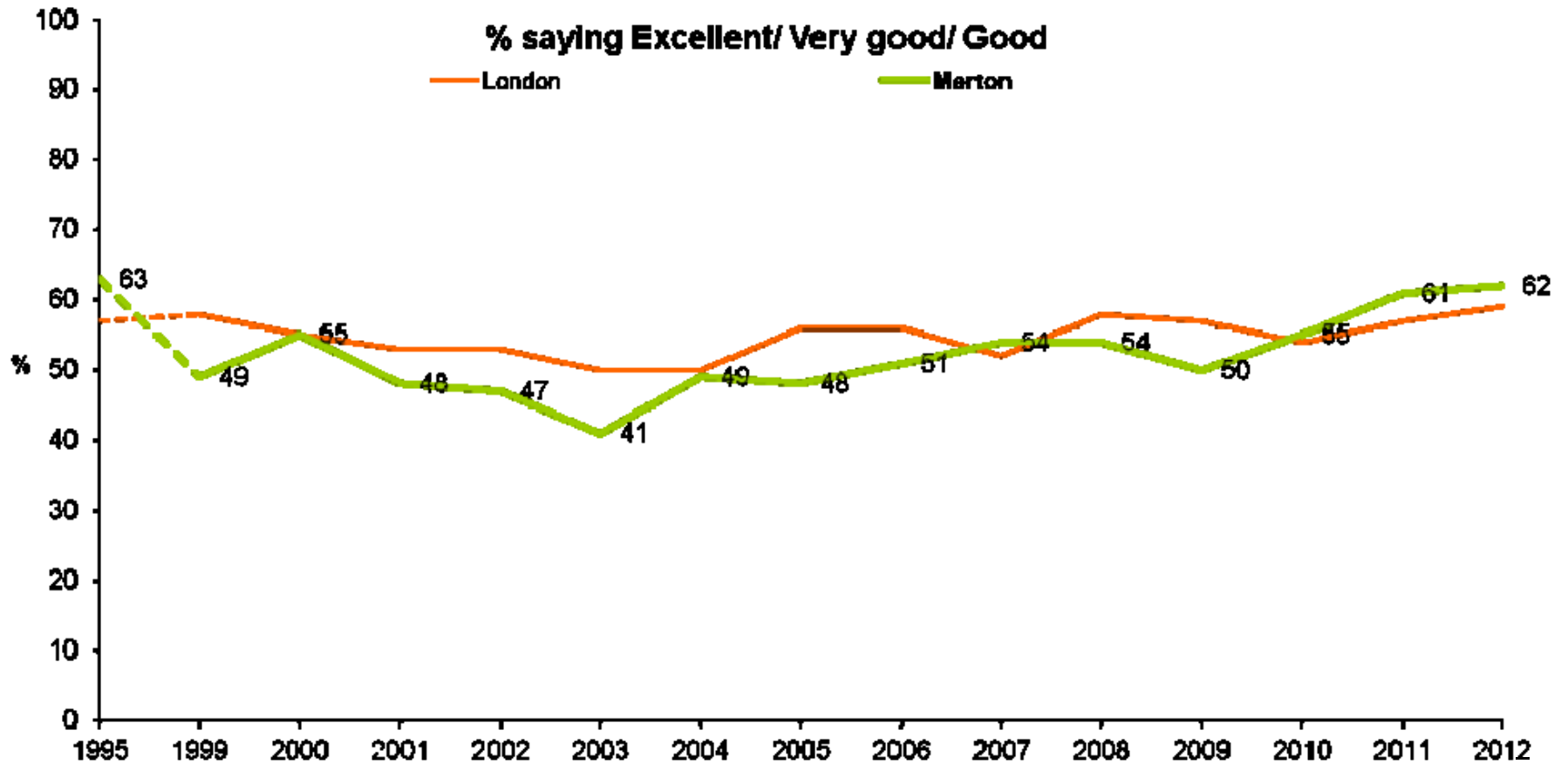
Performance has seen incremental increases across 2008-2012



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

# Leisure and sports facilities – among users

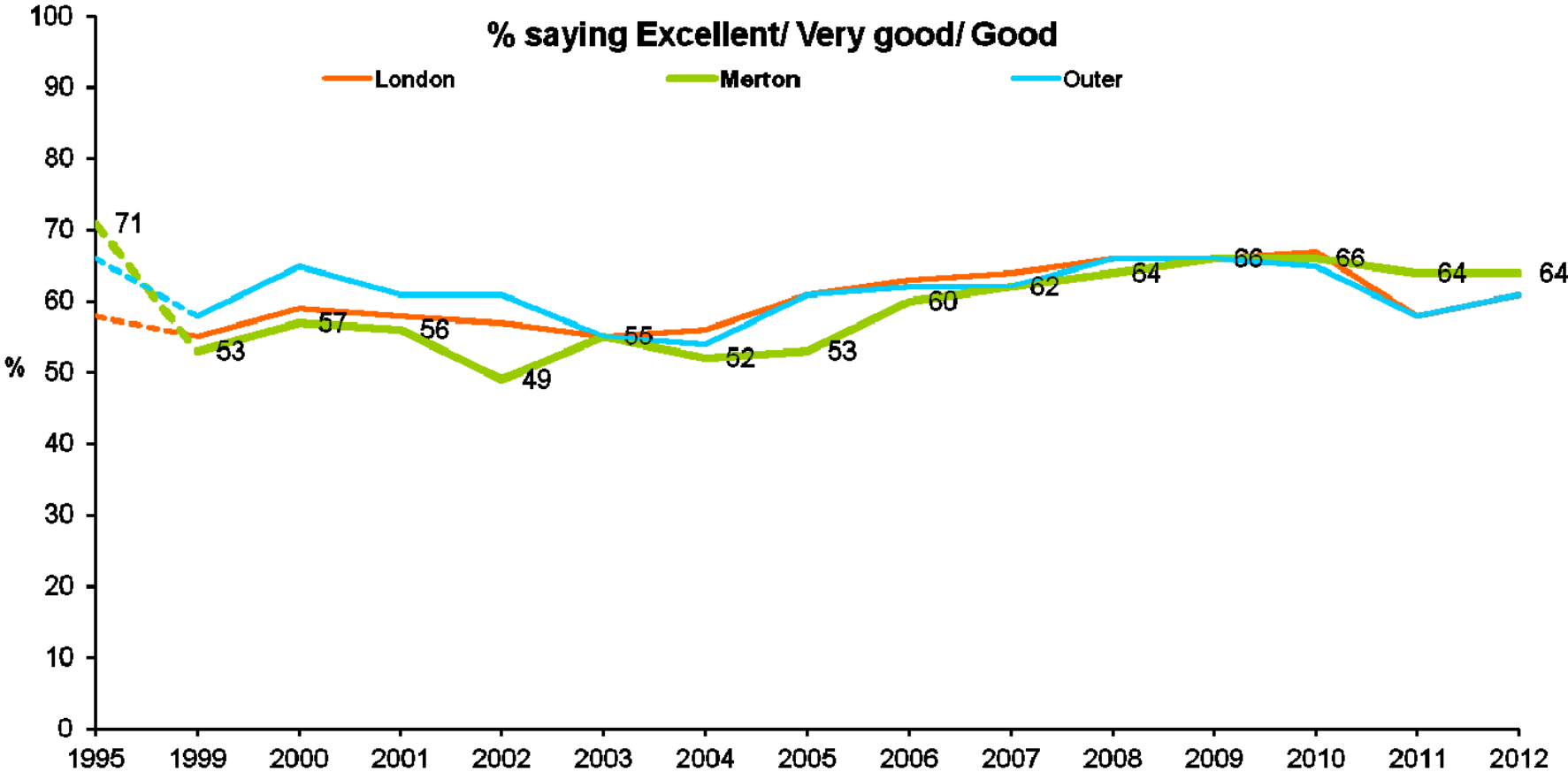
Performance has improved across 2009 – 2012, slightly ahead of London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 445; London: 527)

# Libraries

Performance remains stable in Merton but has increased slightly in London and Outer this year



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

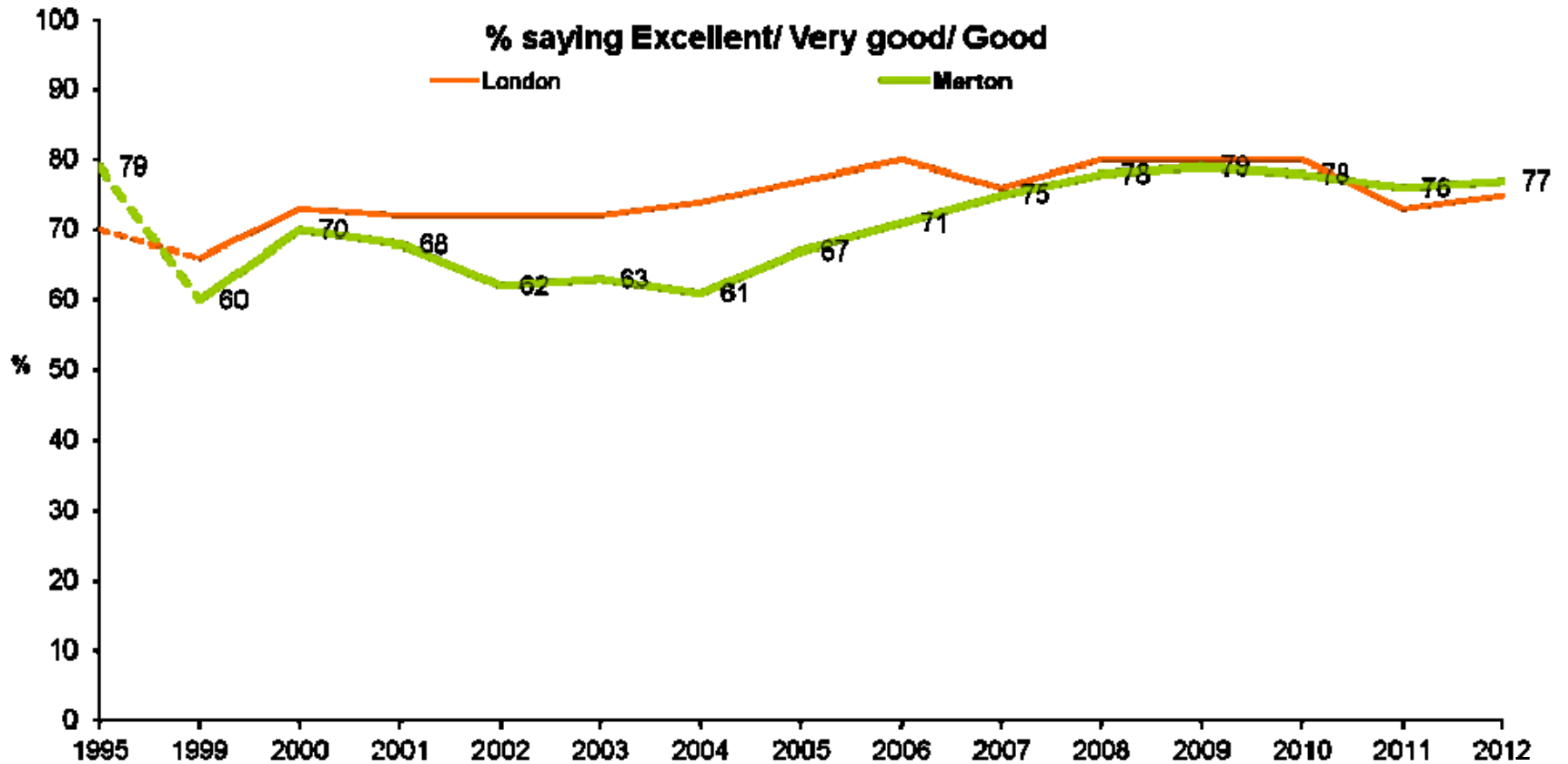


©TNS 2012



# Libraries – among users

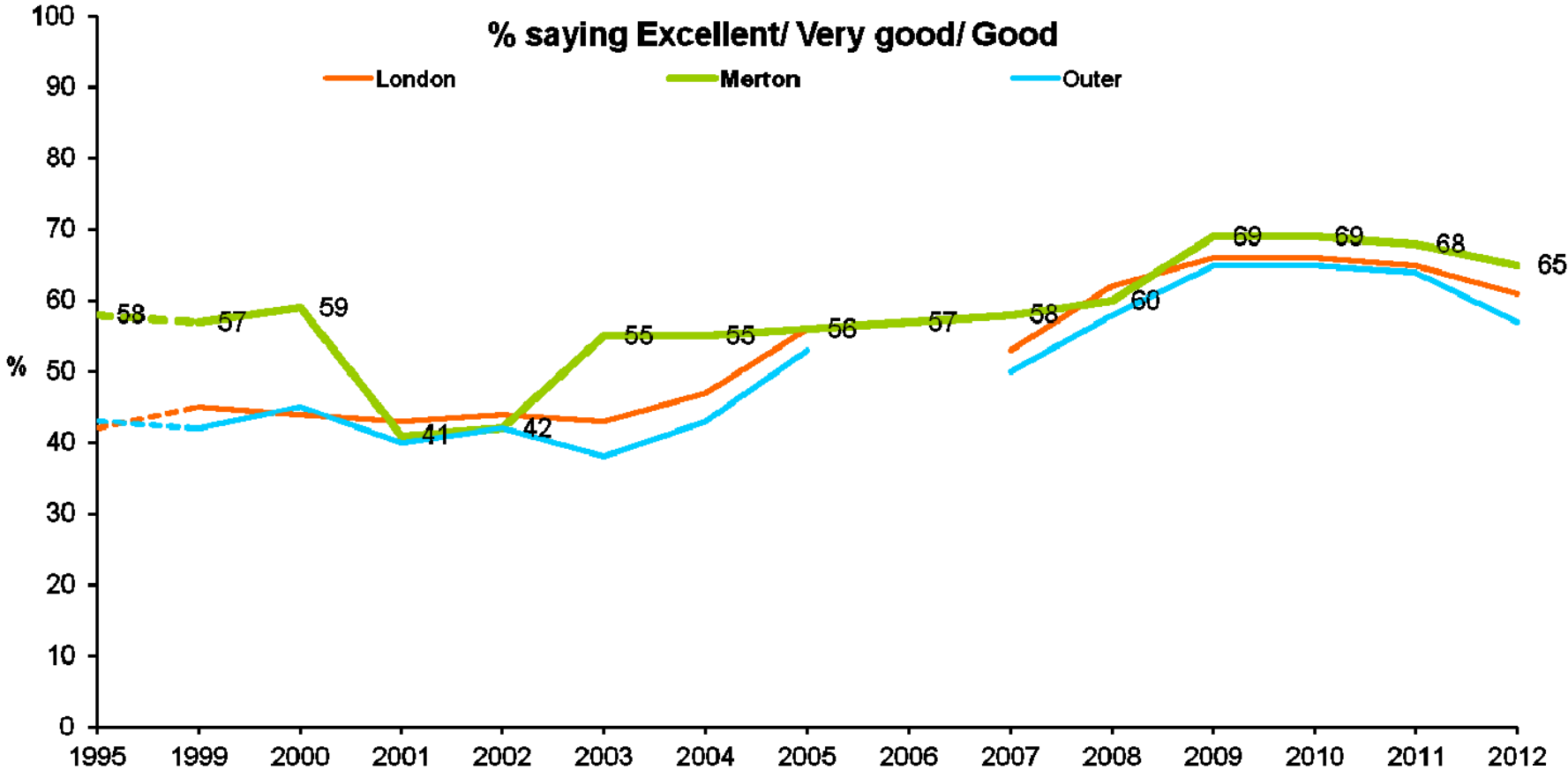
Performance remains stable and is in line with London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: 669; London: 721)

# Local health services

Merton performance has fallen slightly this year in line with a slight fall across London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2012 (Merton: 1092; London: 1268)

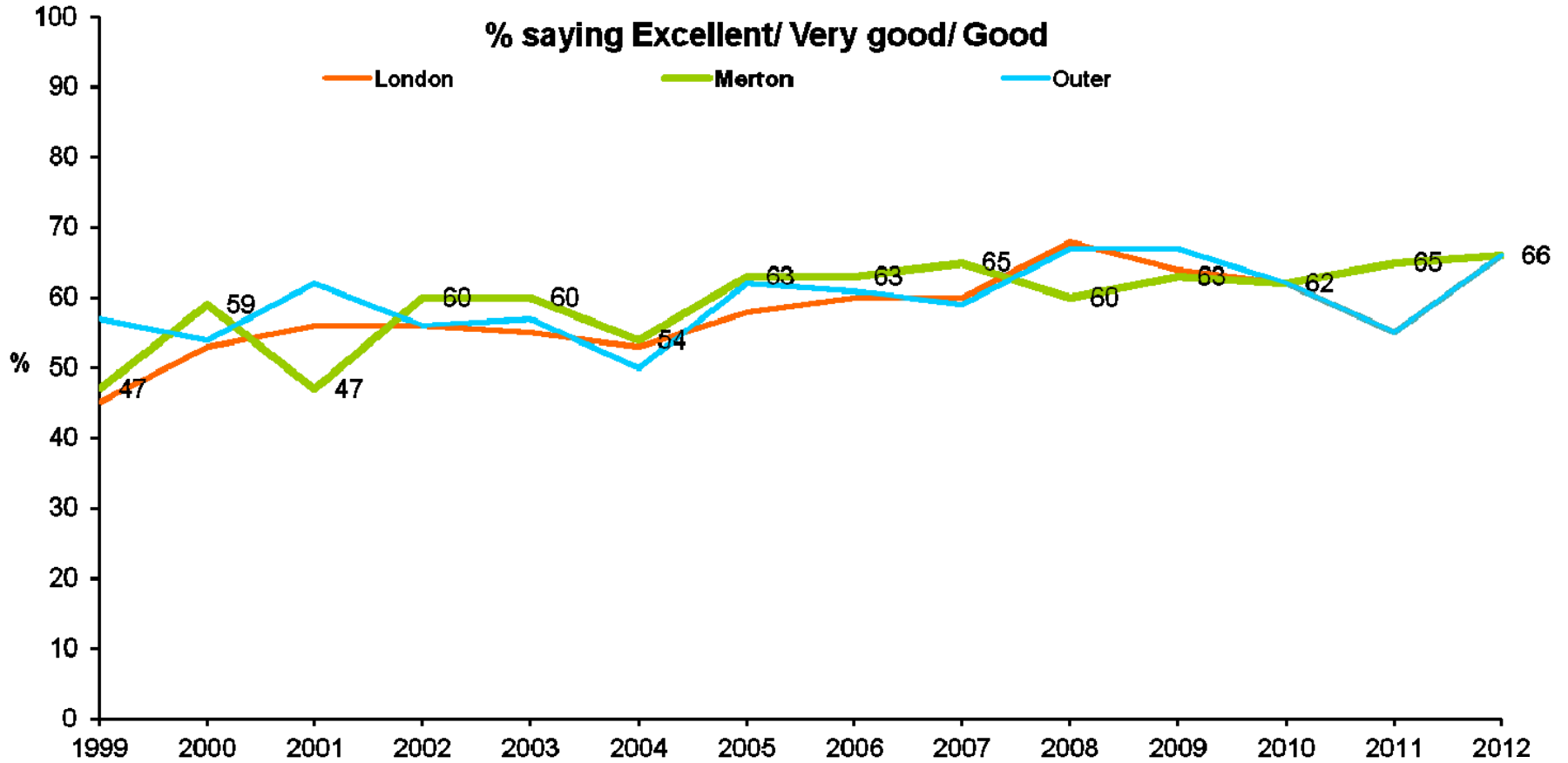


©TNS 2012



# Collection of council tax

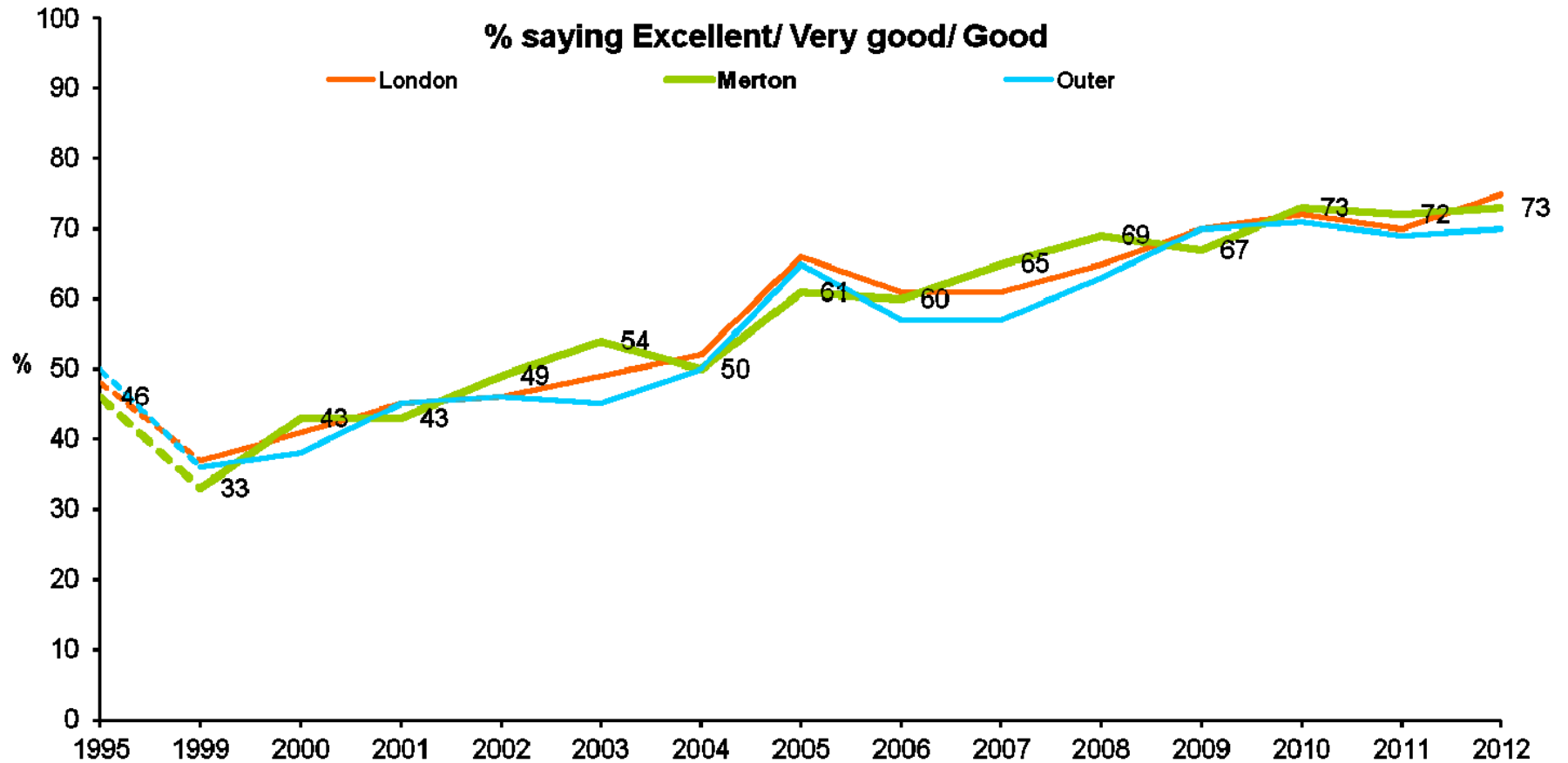
Results remain stable for Merton and are in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Public transport

Ratings remain in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Policing

Merton performance is ahead of London average despite falling significantly since 2011

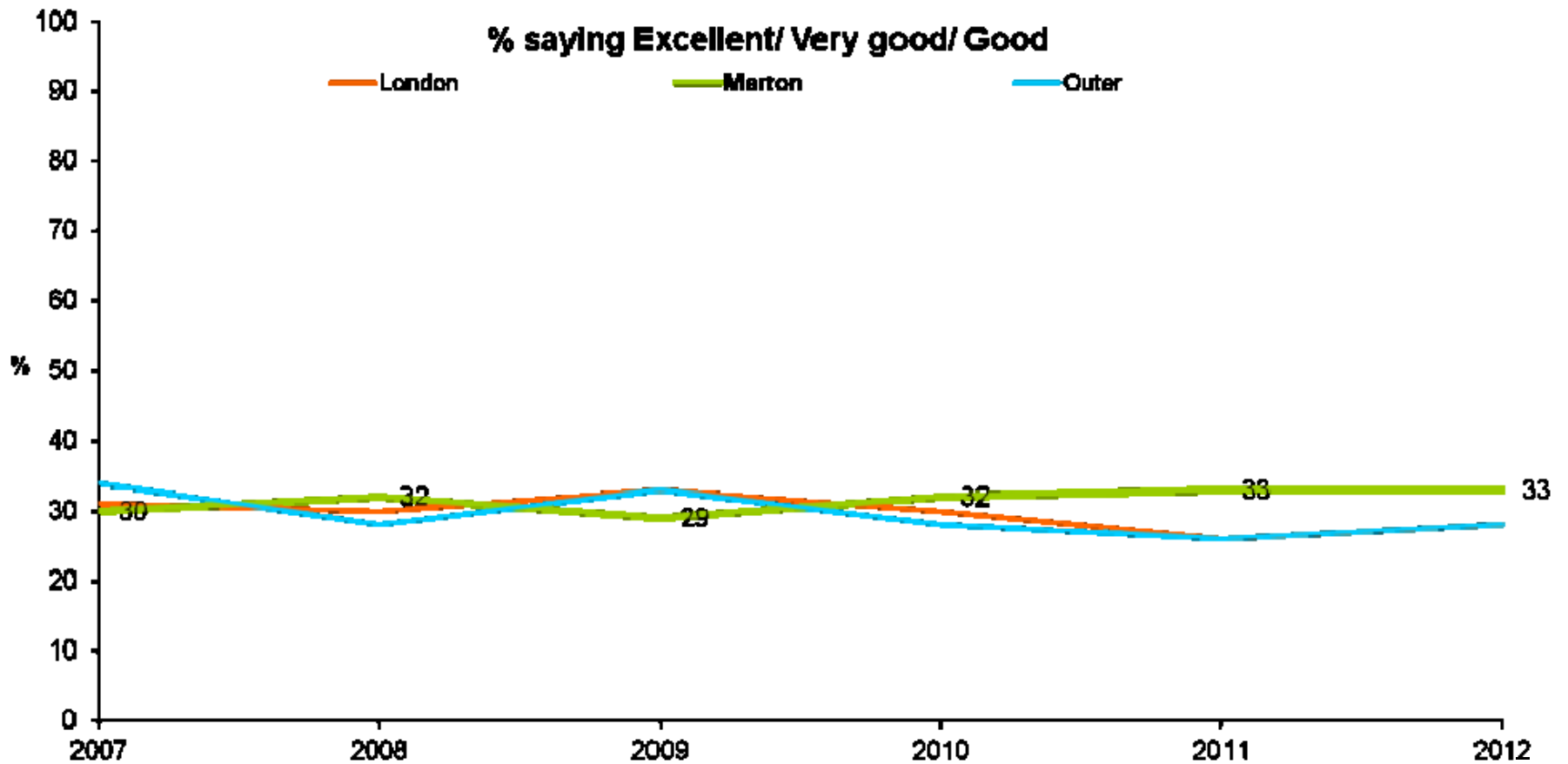


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)



# Parking services

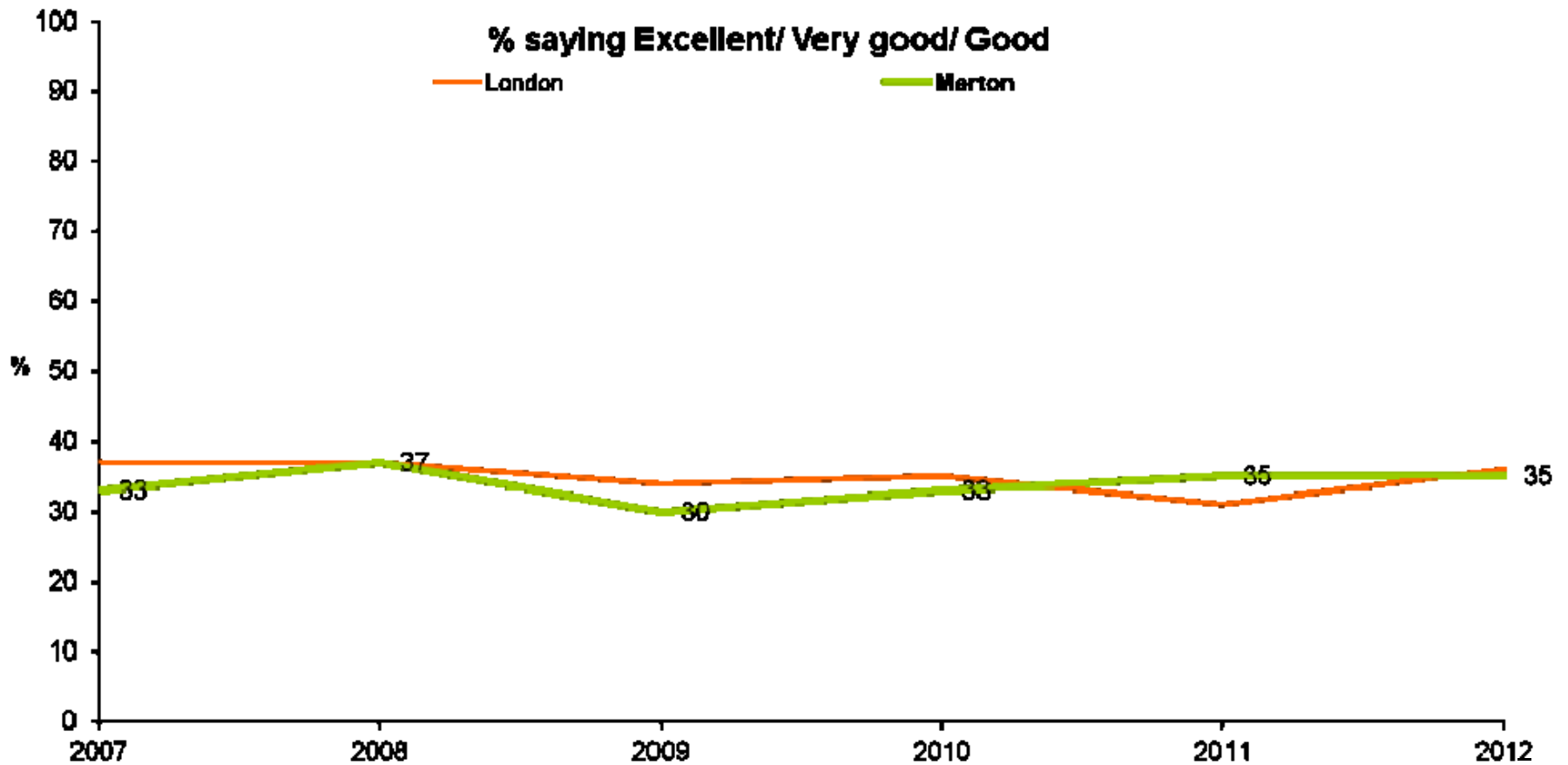
Performance remains stable and is above London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Parking services – among users

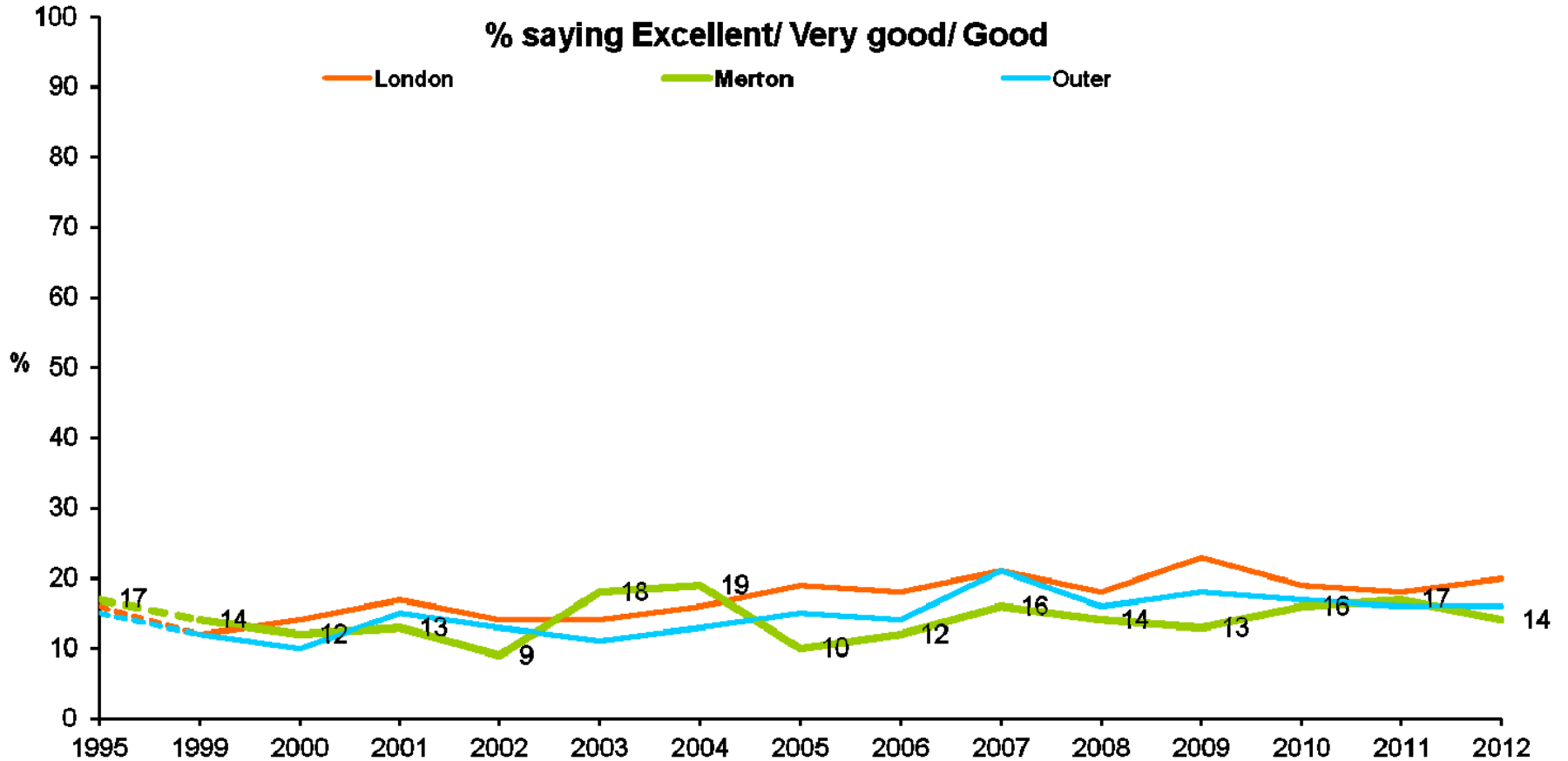
Performance remains stable and is in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: ; London: 540)

# Council housing

Consistent performance across recent years



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Council housing – among tenants

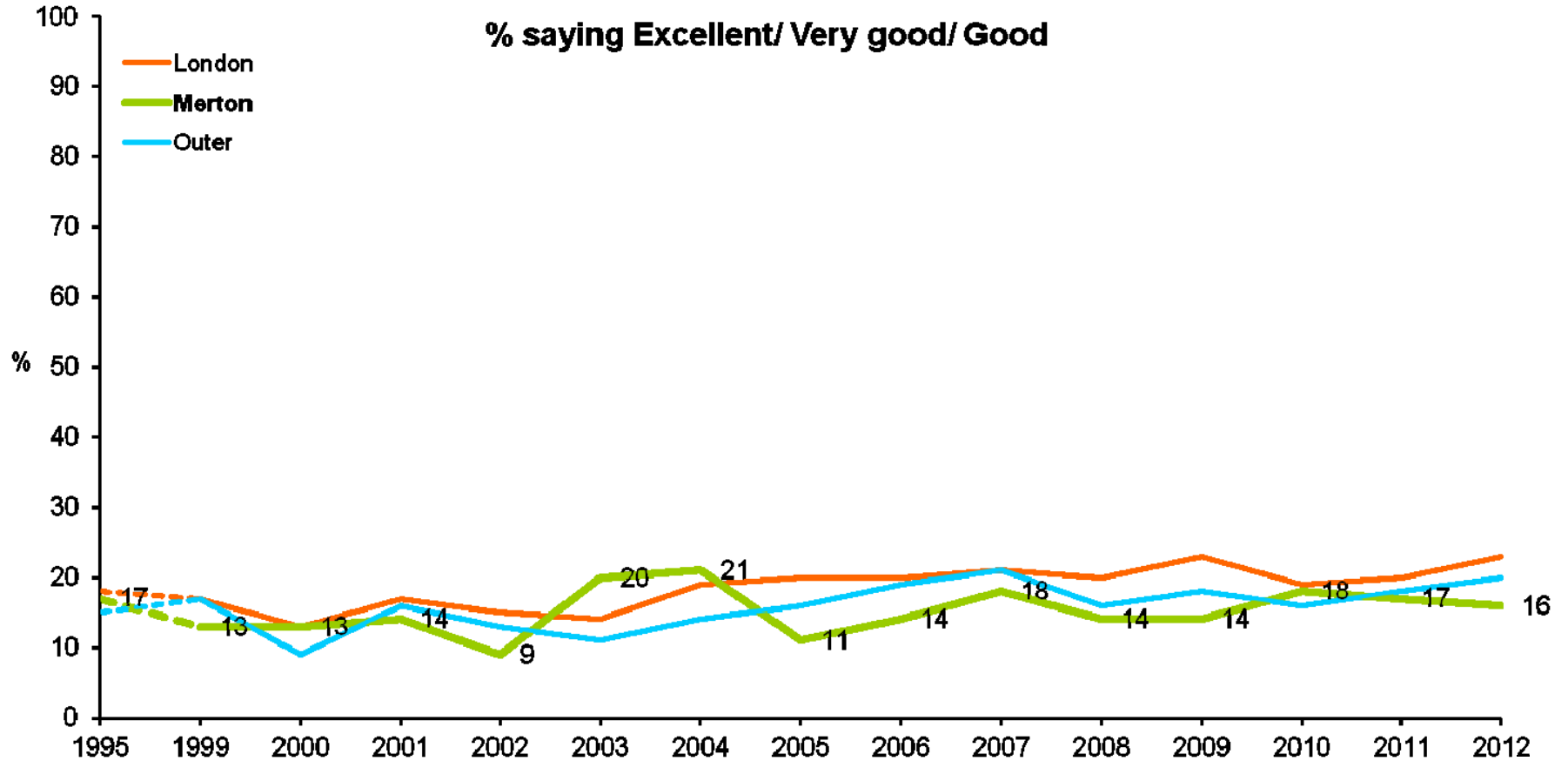
Performance continues to fluctuate with scores falling back in line with 2010 figures this year



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All council housing tenants 2012 (Merton: 71; London: 258)

# Housing benefit service

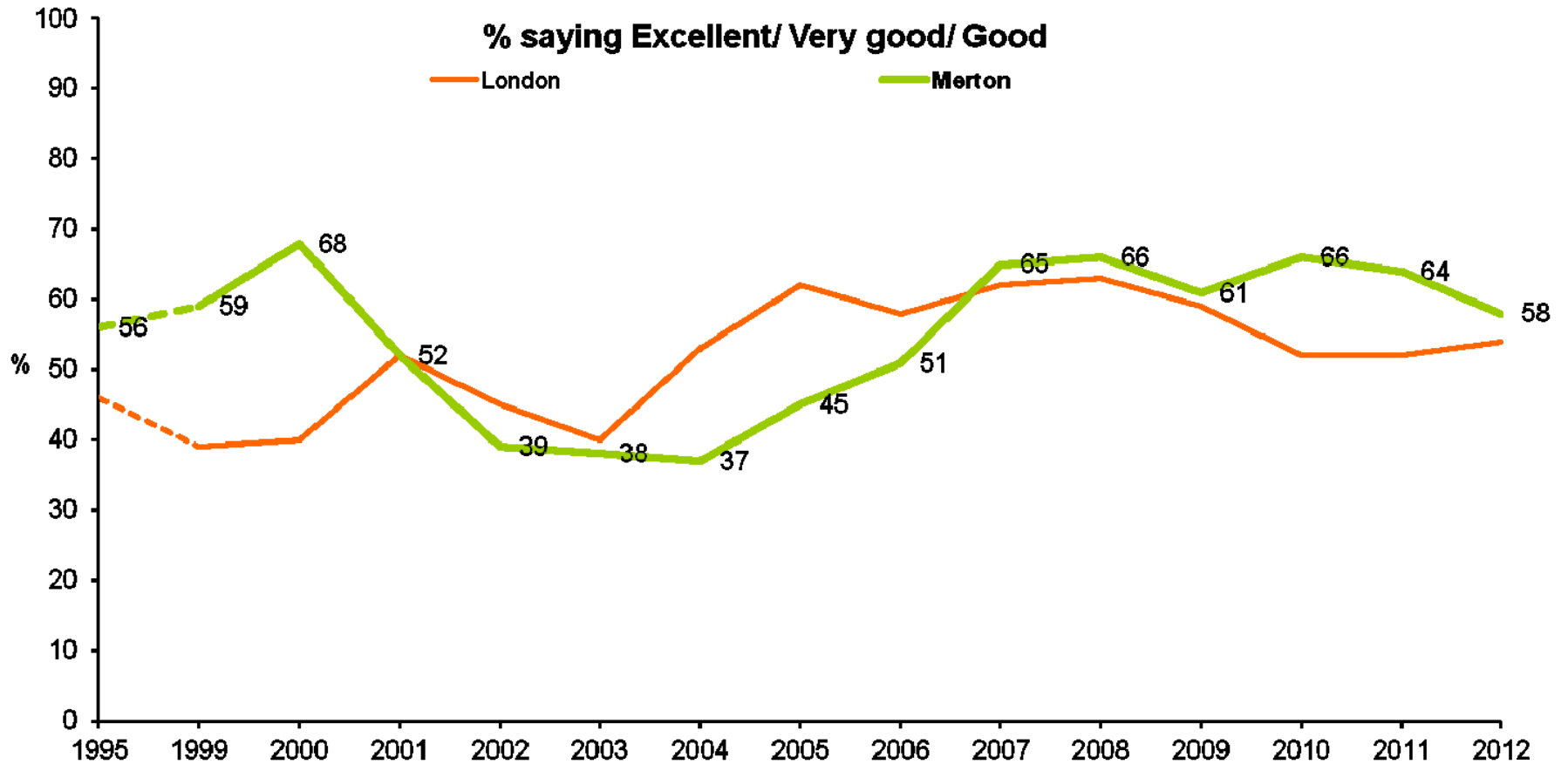
Stable performance across recent years but significantly below London average in 2012



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Housing benefit service – among users

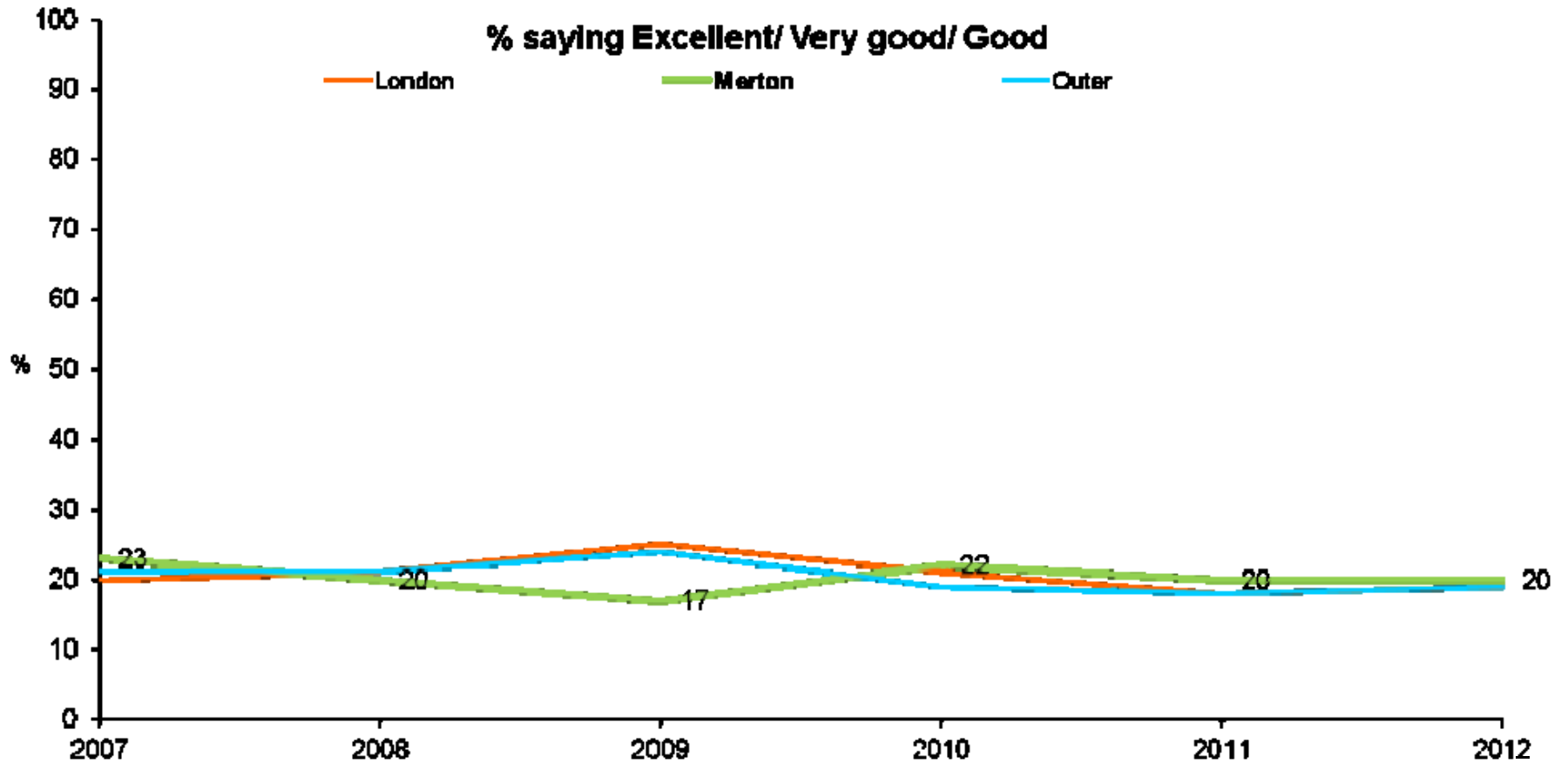
Performance has fallen this year but remains ahead of London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 259)

# Social services for adults

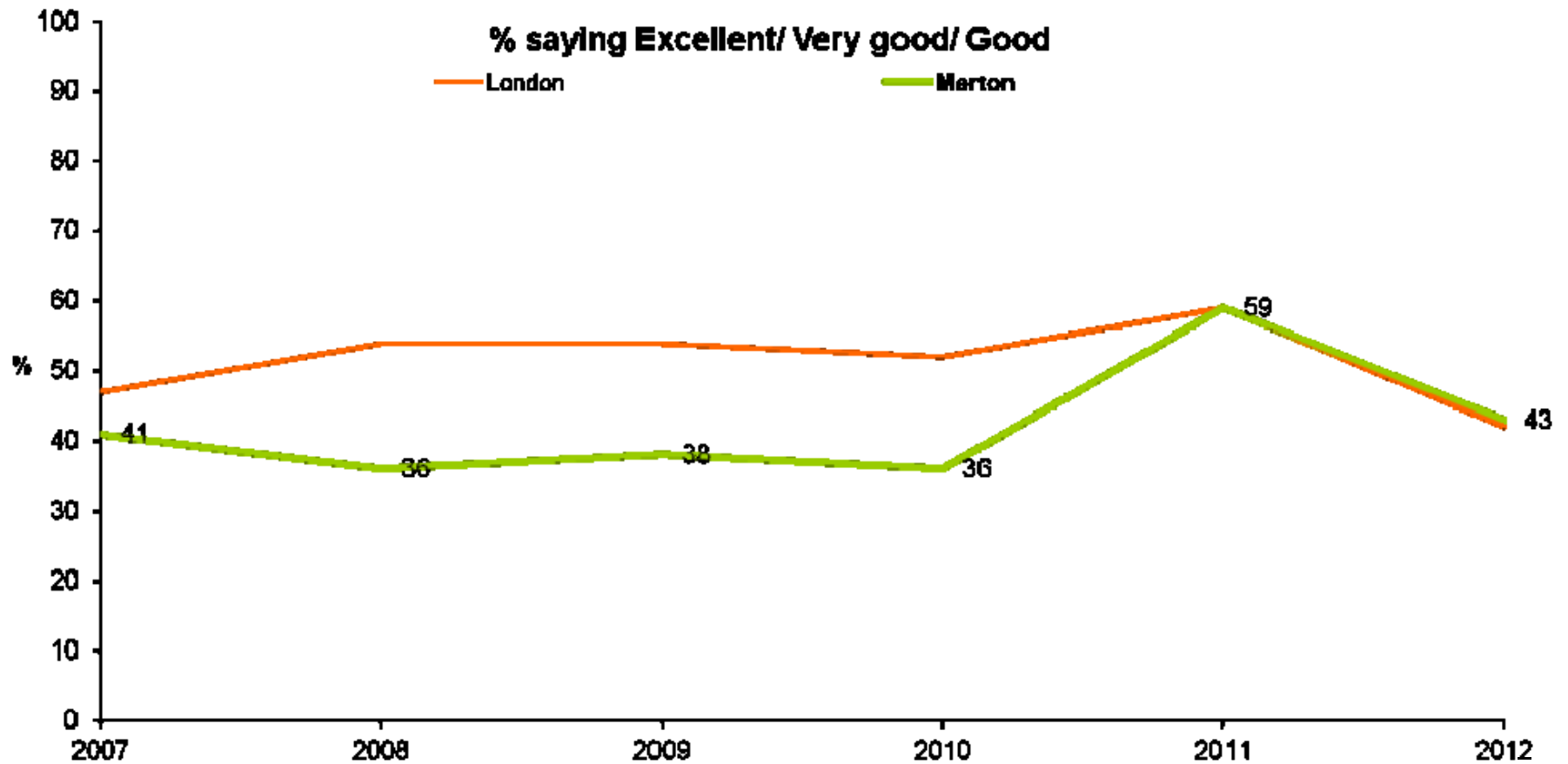
Performance relatively stable across 2007-2012



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Social services for adults – among users

Performance has fallen this year along with London average although remains ahead of 2010 score

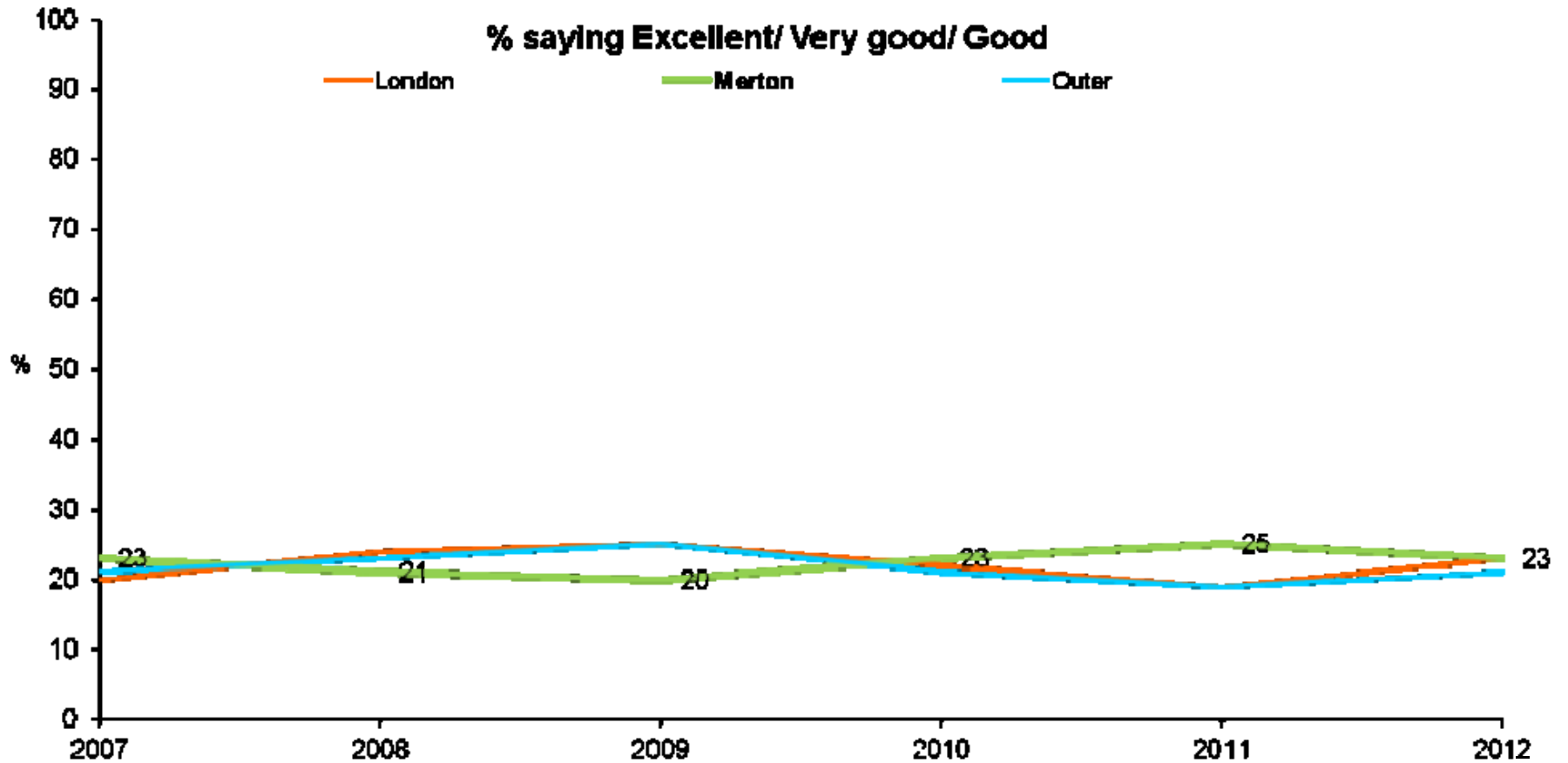


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2012 (Merton: ; London: 50)



# Social services for children and families

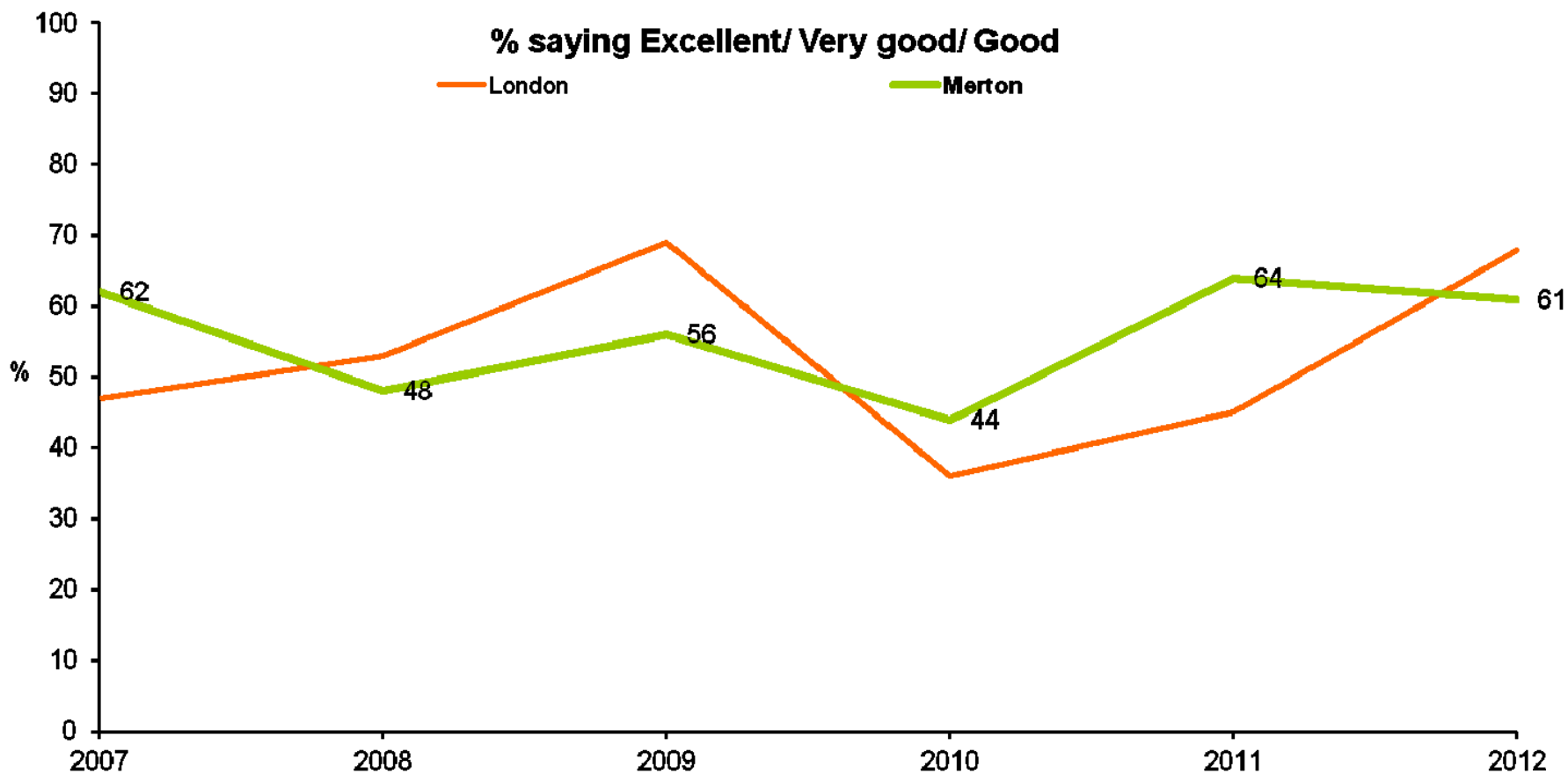
Performance stable across tracking period



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 1092; London: 1268)

# Social services for children & families – among users

Performance is now behind London average

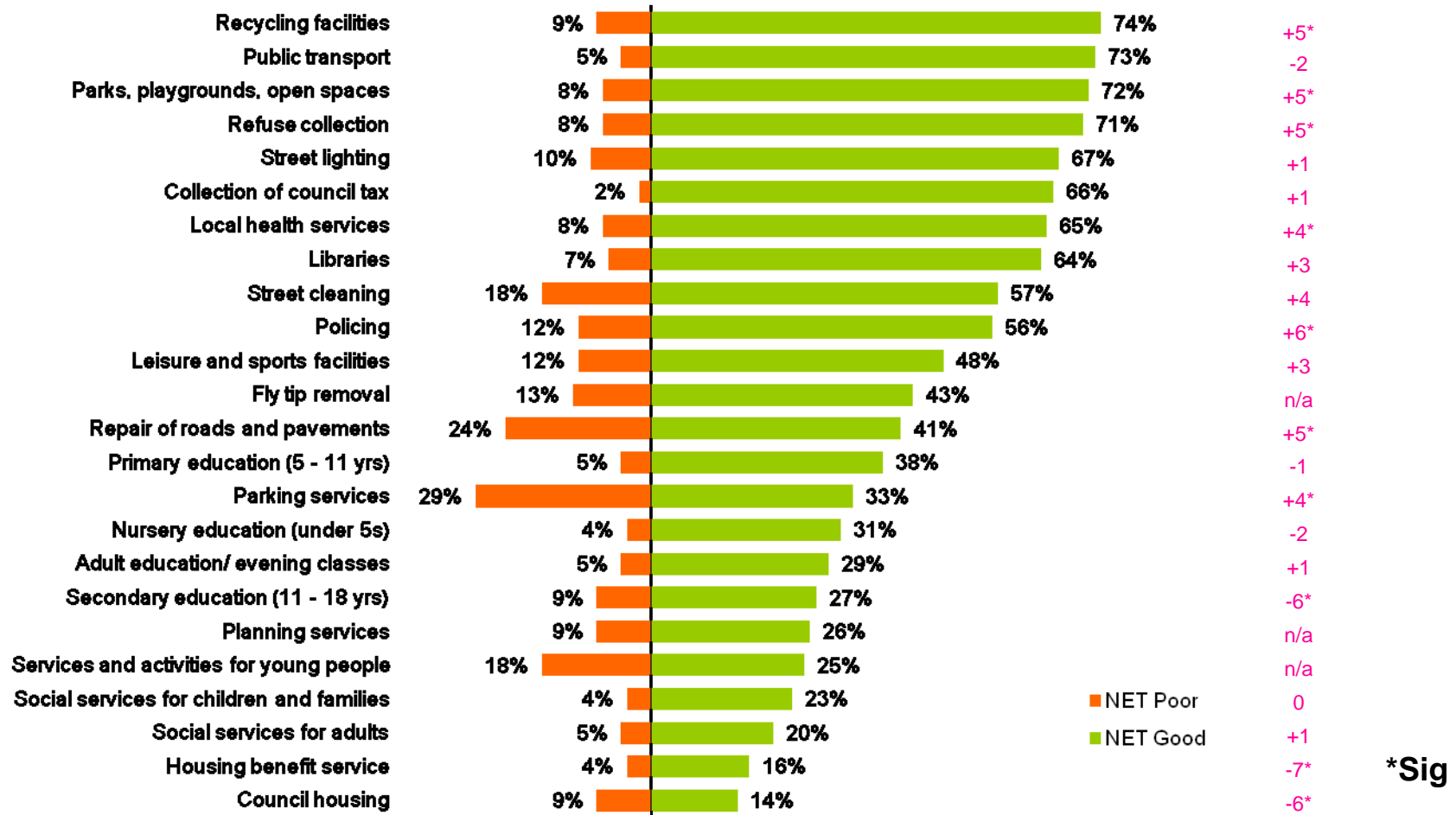


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults 2012 (Merton: 6; London: 50)

# Perceived service delivery

Compared with London

Difference to London (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults (Merton: 1092; London: 1268)

# Significant differences for service delivery

Compared with London

Better	
Policing	+6% pt
Repair of roads and pavements	+5% pt
Recycling facilities	+5% pt
Parks, playgrounds and open spaces	+5% pt
Refuse collection	+5% pt
Parking services	+4% pt
Local health services	+4% pt

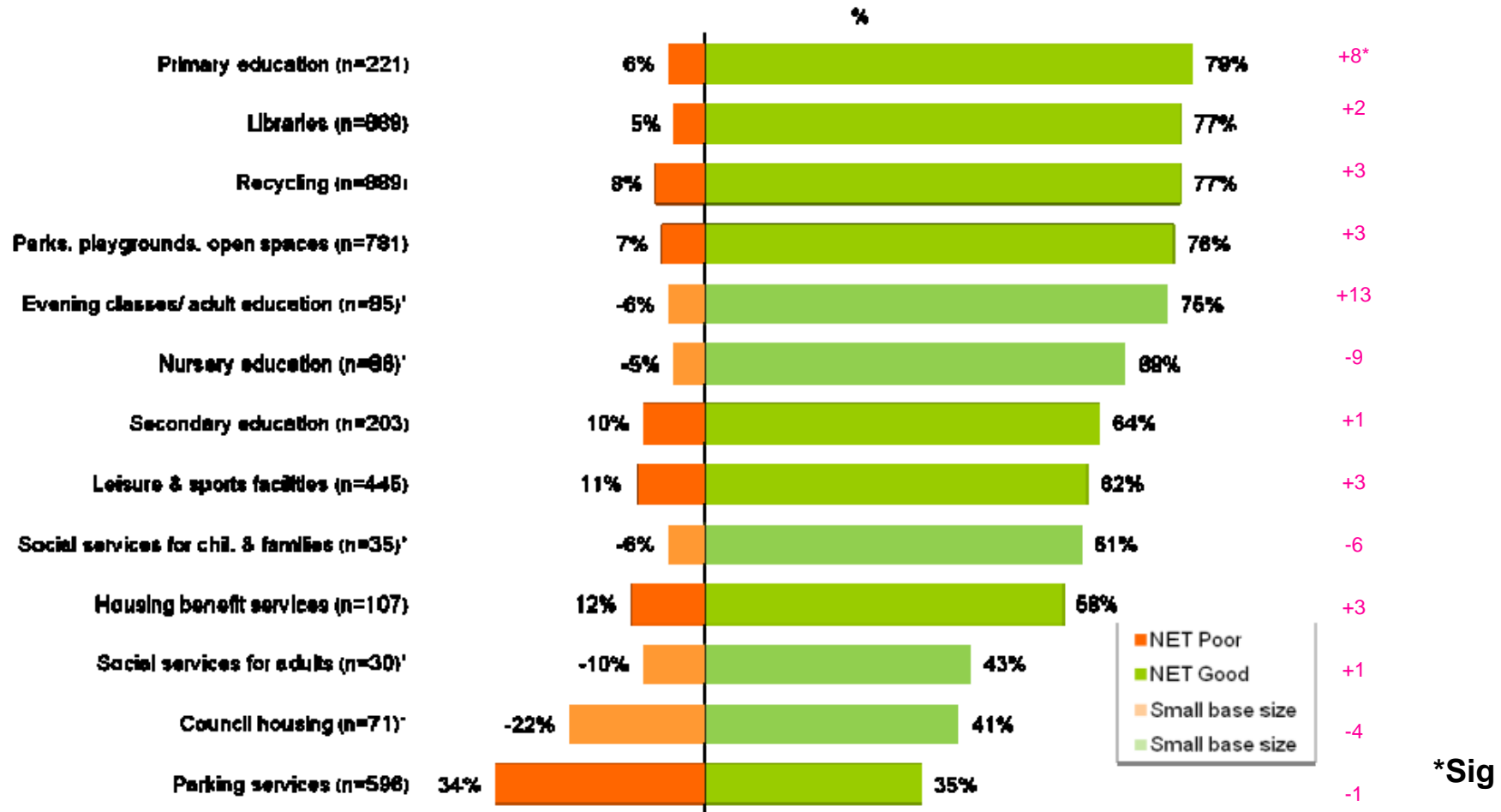
Worse	
Housing benefit service	-7% pt
Secondary education	-6% pt
Council housing	-6% pt

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults (1092)

# Perceived service delivery – among users

Merton 2011/12

Difference to London (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All users (30 to 889)

# Differences compared with London

% saying Good - Excellent

	All residents	Users
Recycling facilities	+5*	+3
Parks, playgrounds and open spaces	+5*	+3
Libraries	+3	+2
Leisure and sports facilities	+3	+3
Nursery education	-2	-9
Primary education	-1	+8*
Secondary education	-6*	+1
Adult education	+1	+13
Social services for adults	+1	+1
Social services for families	0	-6
Parking services	+4*	-1
Housing benefit	-7*	+3
Council housing	-6*	-4

**\*Sig**

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All users ( 30 to 889)

# Merton Extra Questions: The Council and the Local Area

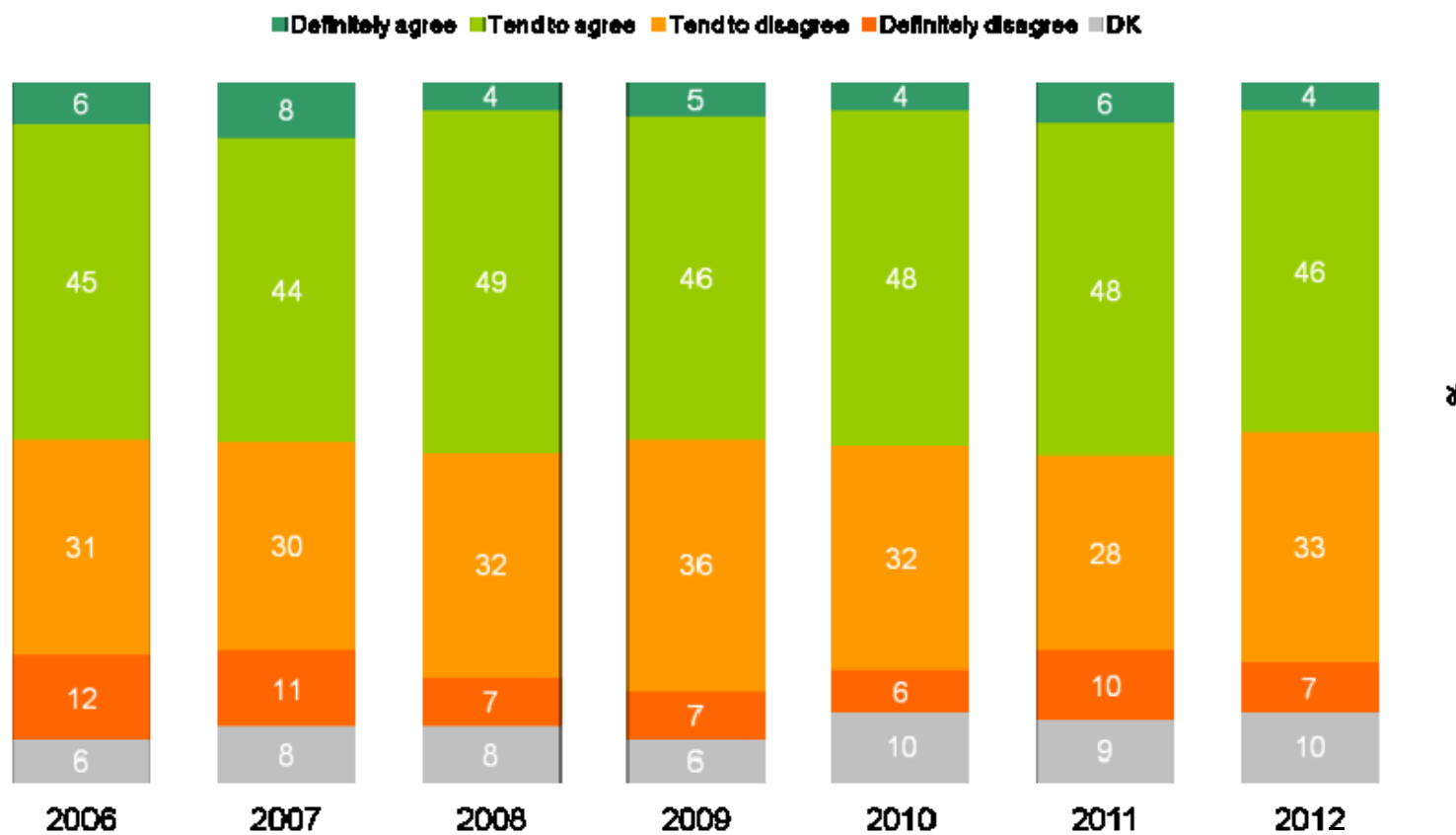


## Summary – The Local Area

- Half of respondents feel that they can have some impact on the council decisions. Those in area 4 (Lavender Fields/ Pollards Hill/ Figges Marsh) are least likely to feel this (41%).
- The majority of respondents are satisfied with the way the council deals with graffiti (67%) and litter (62%) but there is room for improvement in satisfaction with the way the council deals with fly tipping and dog fouling.
- Just under one in five (19%) respondents have done voluntary work in the last 12 months, with lack of time the main reason for not having volunteered.
- Respondents value the green spaces and ease of getting around Merton the most, with the town centre, lack of jobs and traffic congestion the main areas seen as needing improvement.
- Wimbledon Guardian and leaflets provided by the council are the main ways residents keep informed about what is happening in Merton.



# Agreement as to whether residents can influence decisions in the area

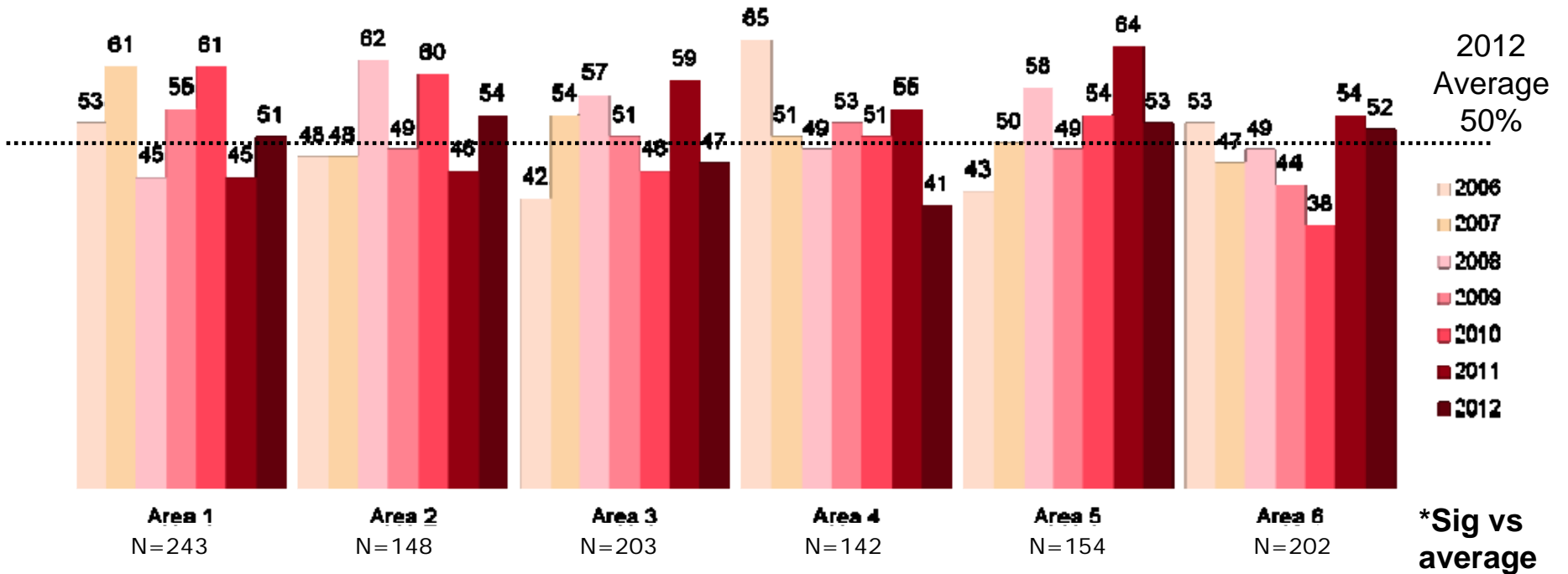


Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area?  
Base: All adults (c1000)

# Whether residents can influence decisions in the area

% saying Definitely agree/Tend to agree

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area?  
Base: All adults (c1000)

# Satisfaction with the way the council deals with...

NET satisfied

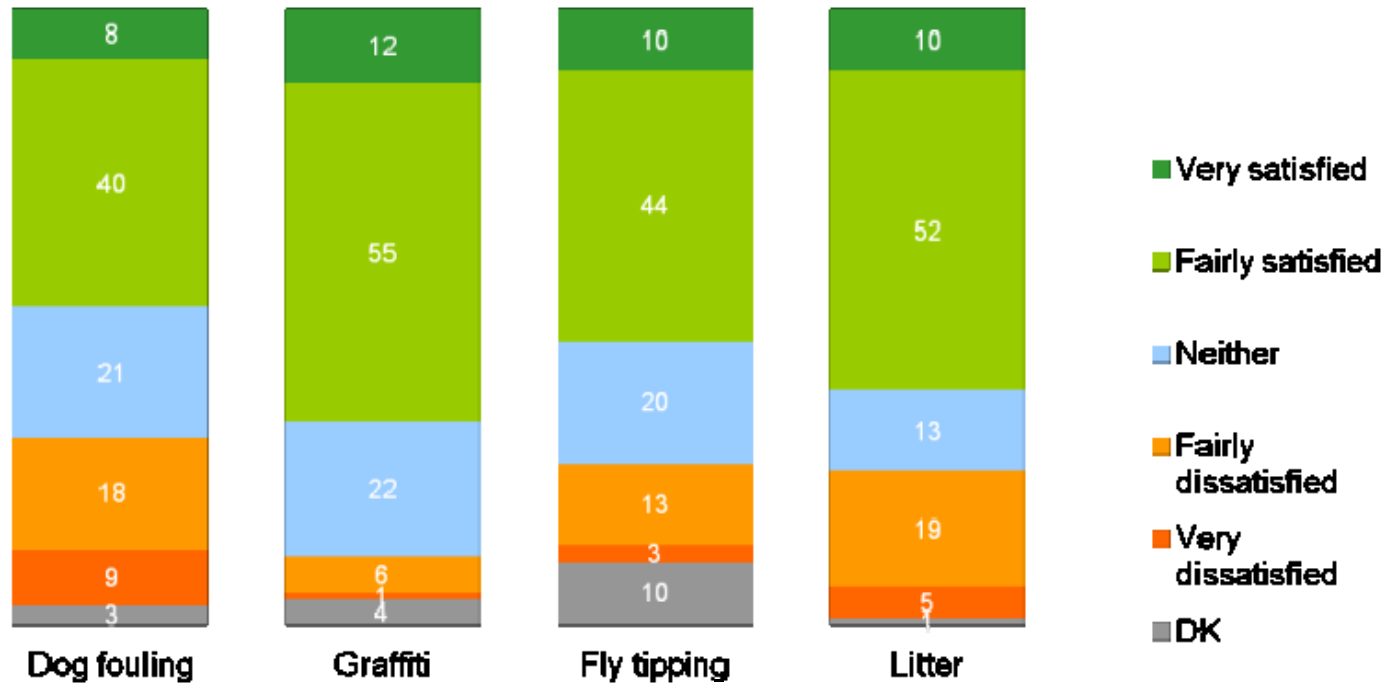
48%

67%

54%

62%

%



Source: Q11 How satisfied are you with the way the council deals with the following in Merton?  
Base: All adults (1092)

# Reasons for not volunteering

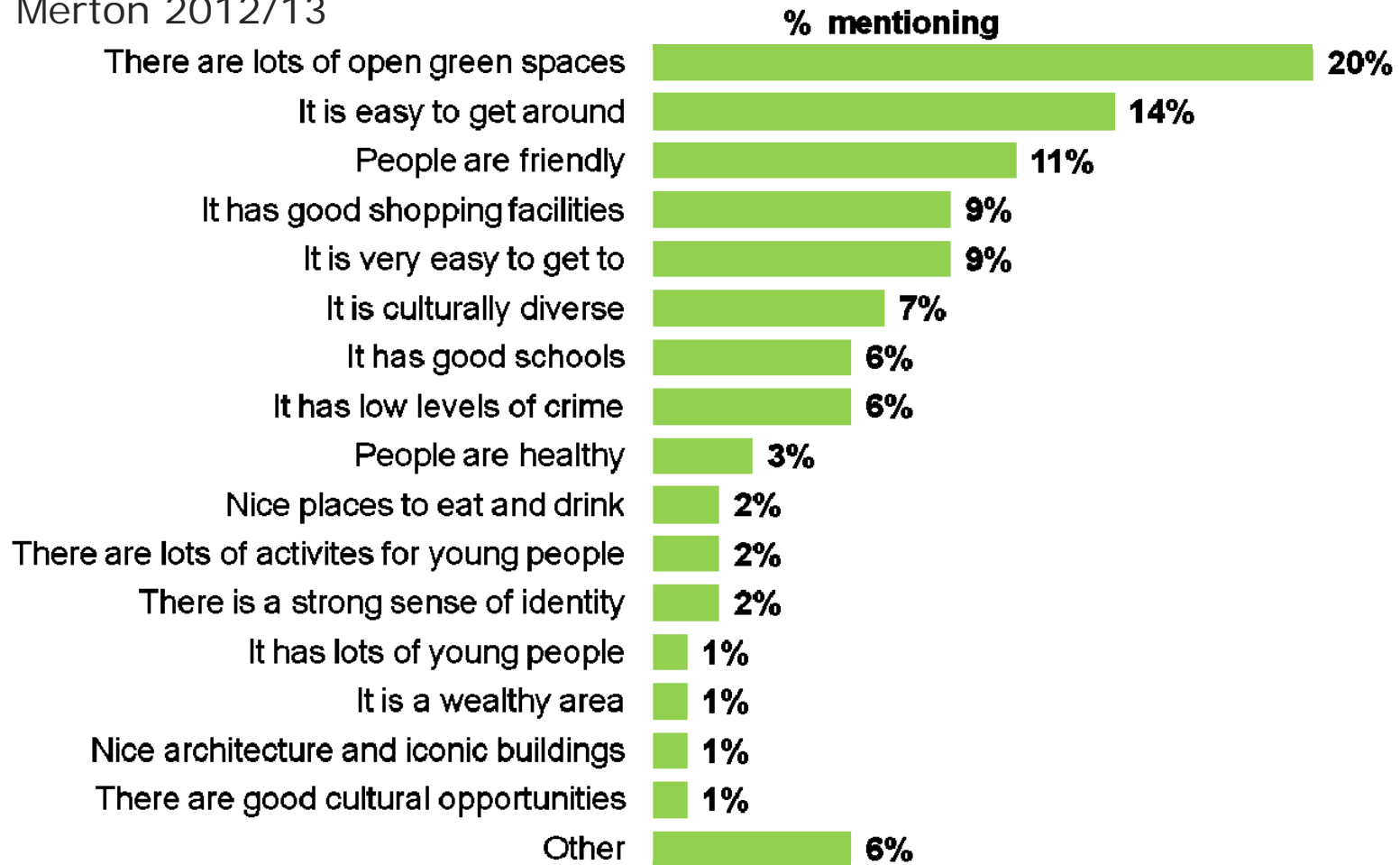
Merton 2012/13



Source: Q12 During the last 12 months, have you undertaken any unpaid activity/voluntary work in your local community to help local groups, clubs, organisations or individuals? / Q13. Why do you think you have not participated in any community activity in the last 12 months?  
 Base: All adults (1092)/ All adults who have not done any voluntary work in the last 12 months (888)

# Feature valued the most about Merton

Merton 2012/13



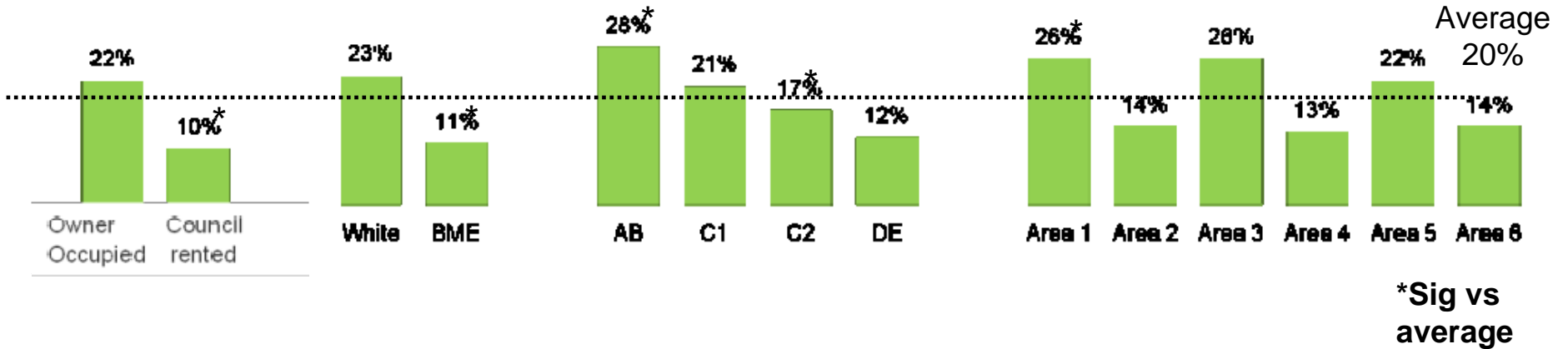
Source: Q15 What do you value most about Merton?  
Base: All adults (1092)

# There are lots of green spaces

Differences by housing tenure, age and area

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

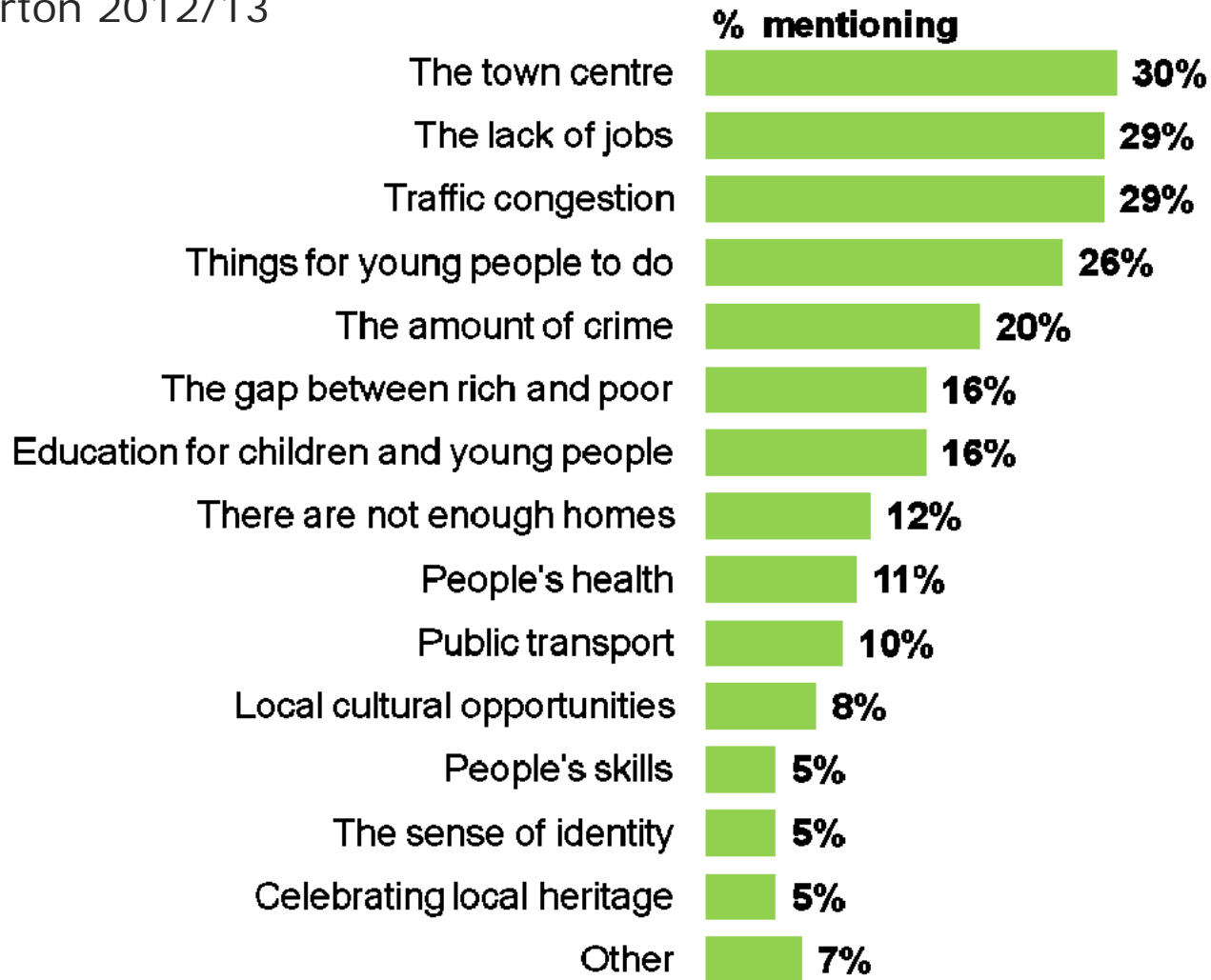
**% saying value the most**



Source: Q15 What do you value most about Merton?  
 Base: All adults (1092) Owner occupied (660), Council rent (71) White (782) BME (303); Social grade AB (274) C1 (393) C2 (171) DE (254); Area 1 (243) Area 2 (148) Area 3 (203) Area 4 (142) Area 5 (154) Area 6 (202)

# Features needing improving in Merton

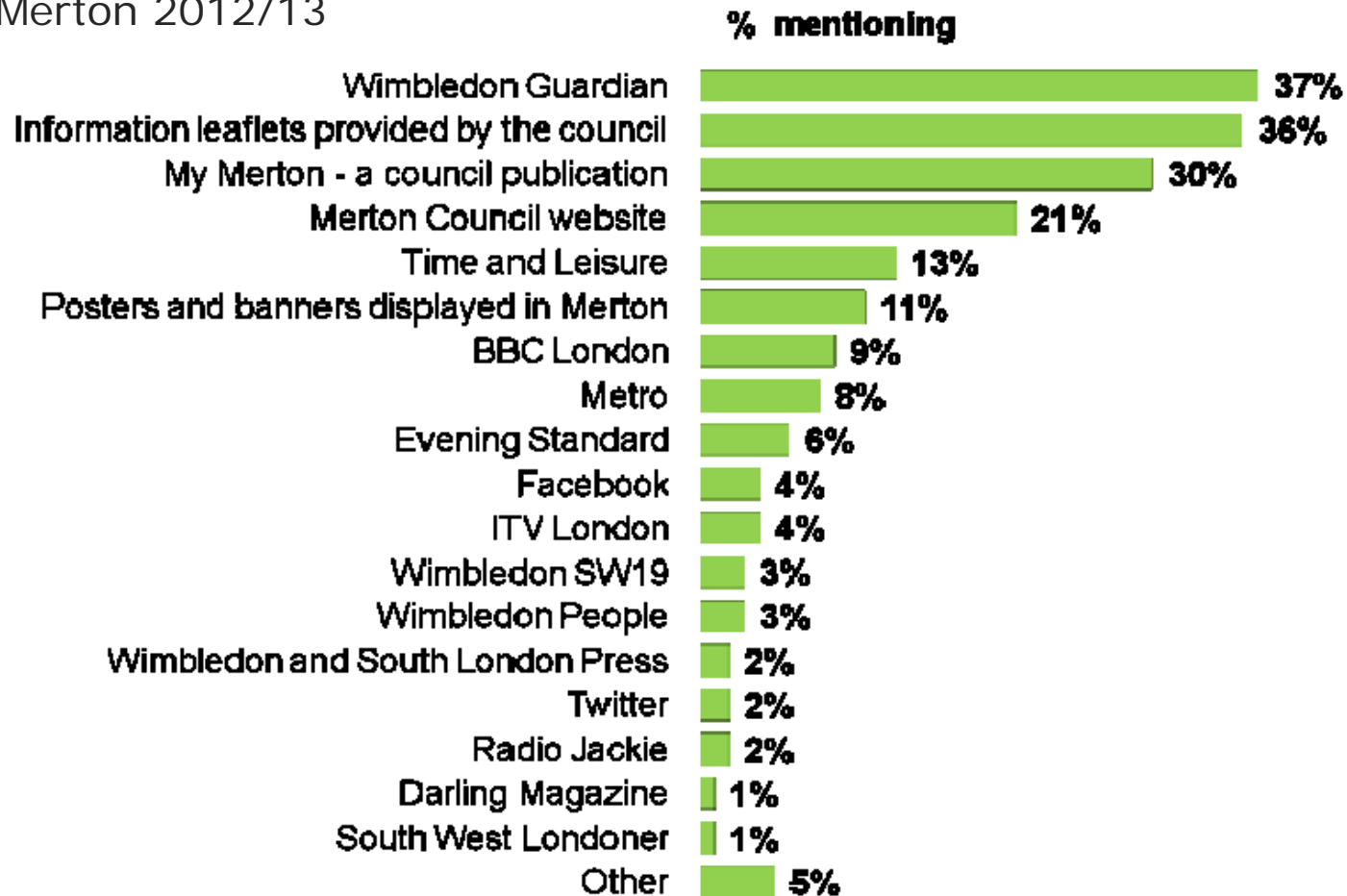
Merton 2012/13



Source: Q15 What do you think most needs improving?  
Base: All adults (1092)

# Ways of communicating with Merton

Merton 2012/13



Source: Q19 Which of the following ways do you use to keep you informed about what's happening in Merton?  
Base: All adults (1092)



# Merton Extra Questions: Health and Wellbeing

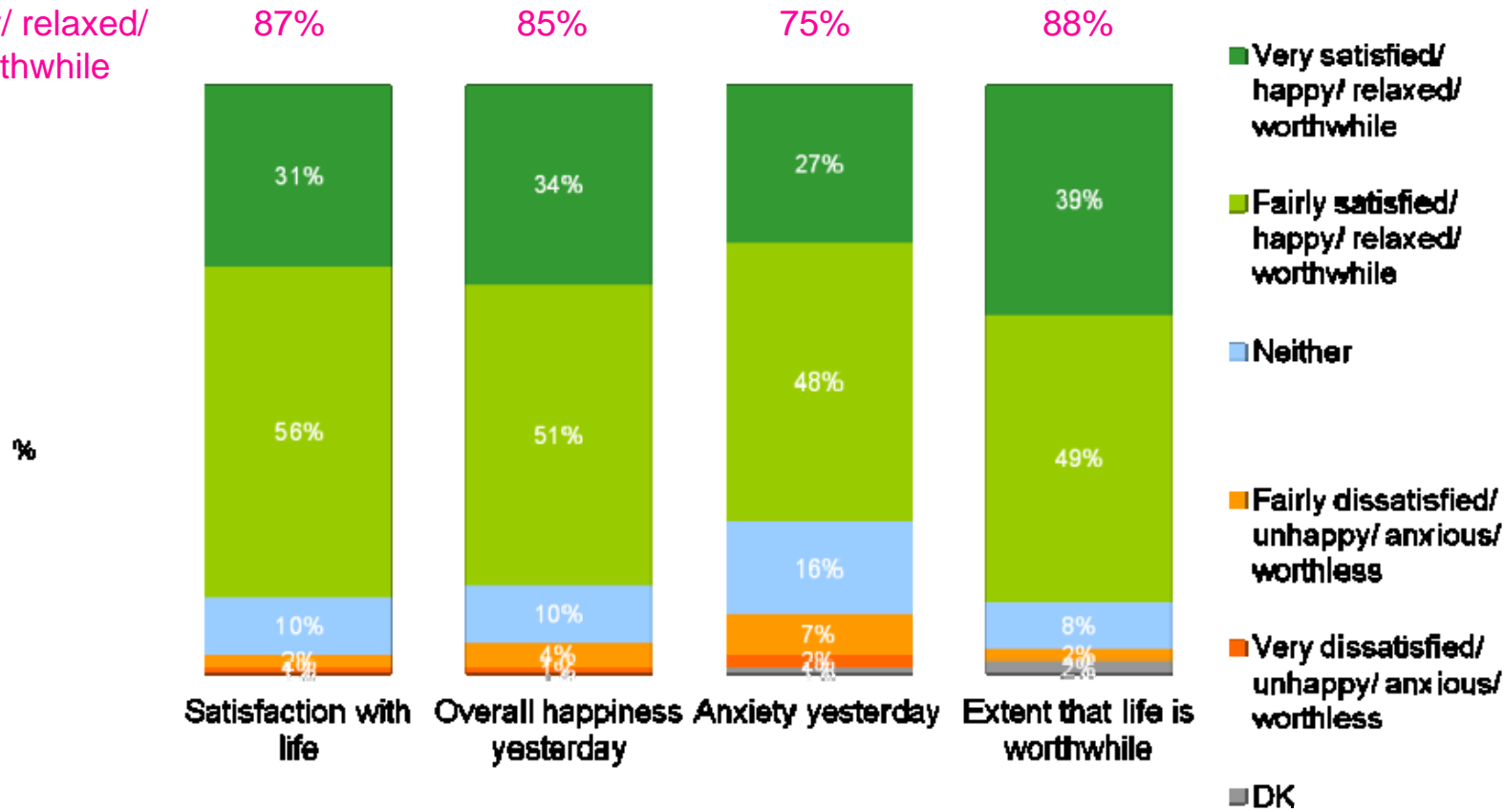


## Summary – Health and Wellbeing

- Respondents overall health and wellbeing is generally positive, with few reporting they feel dissatisfied, unhappy, anxious or worthless. Anxiety is the main concern with 9% reporting that they felt very anxious yesterday.
- Satisfaction with family relationships and social life is seen as most important to respondents, and 31% feel this could be improved. Satisfaction with health and mental health and feeling safe in your local area are also seen as important to respondents.
- Feeling safe in your local area, satisfaction with health and mental health, and satisfaction with household income and getting by financially are seen by respondents as the main areas that could be improved.

# Overall health and wellbeing...

NET satisfied/  
happy/ relaxed/  
worthwhile



Source: Q17 A)Overall how satisfied are you with your life nowadays?/ B)Overall how happy did you feel yesterday? /C) Overall how anxious did you feel yesterday? D) Overall, to what extent do you feel the things you do in your life are worthwhile?  
Base: All adults (1092)

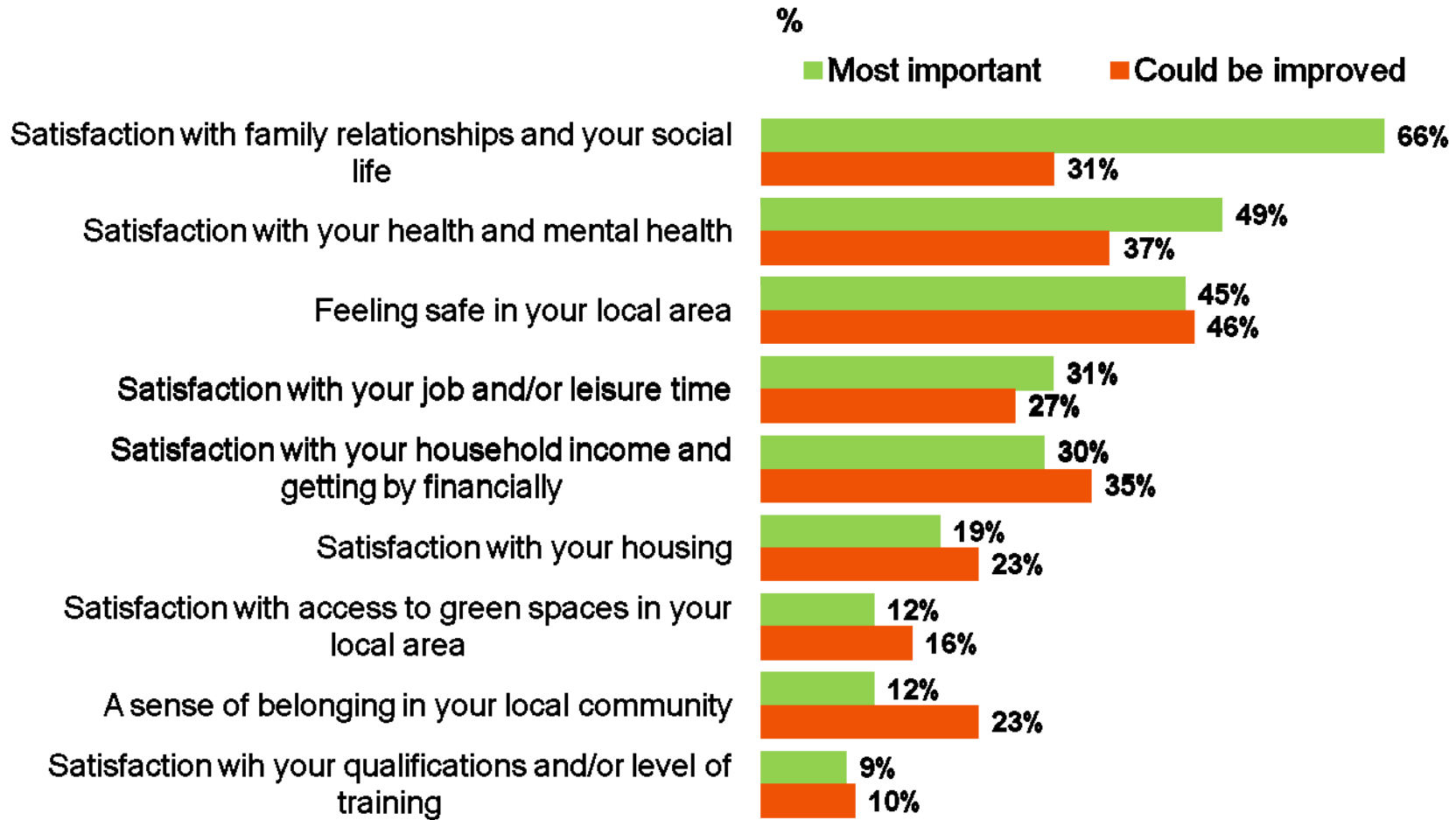


©TNS 2012



# Features needing improving in Merton

Merton 2012/13



Source: Q18a Which three of the following factors do you think are the most important to your own sense of wellbeing?  
 Q18b. And which three of the following factors do you think could be most improved to increase your own sense of wellbeing?  
 Base: All adults (1092)

# Merton Extra Questions: Crime and Anti-social Behaviour

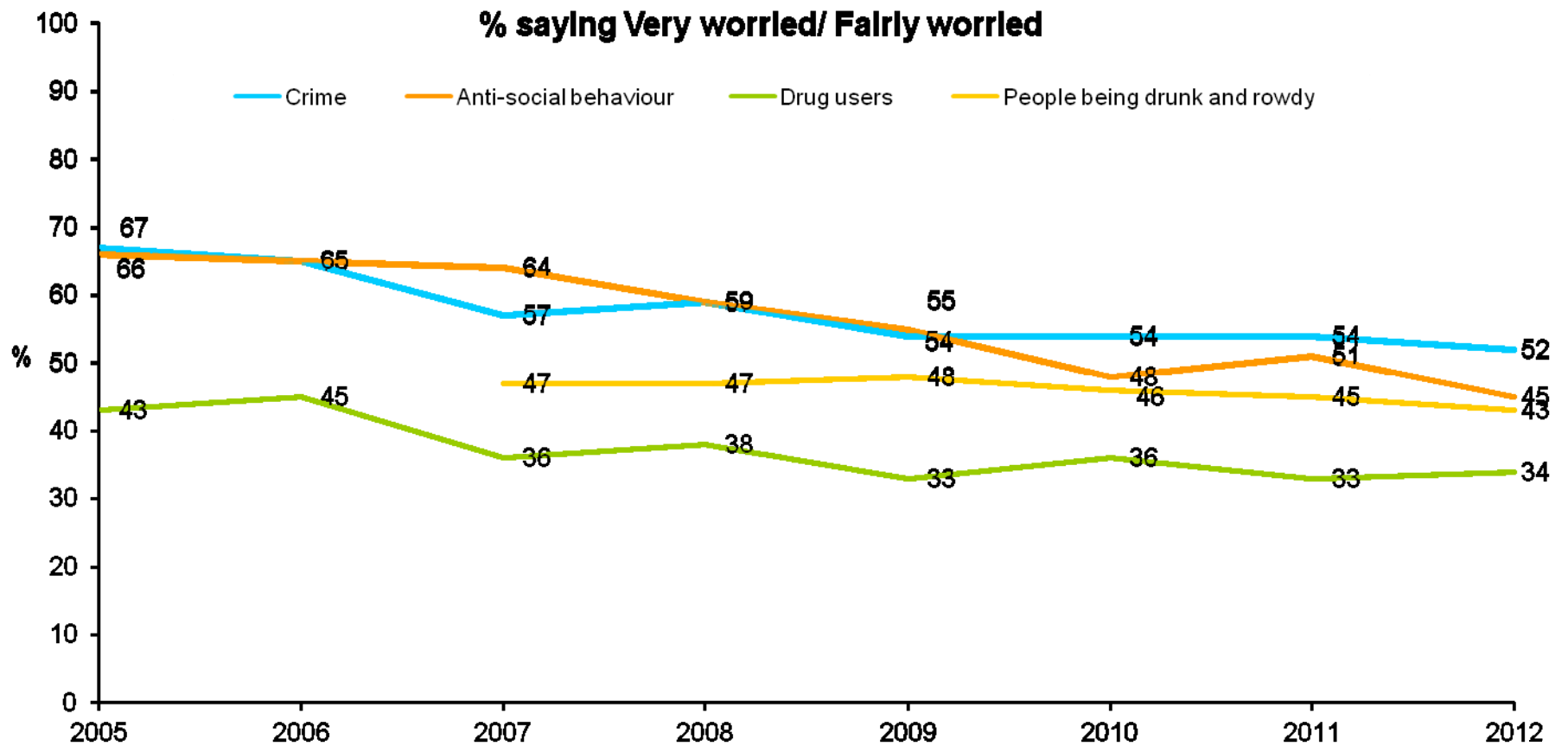


## Summary – Crime and Antisocial behaviour

- Crime is the issue respondents have the biggest personal concern about (mentioned by 32%) – but worries over crime continue to fall with 52% reporting they worried about crime in Merton.
  - This is despite a decrease in positive views of policing in the borough this year.
- Concern about antisocial behaviour has fallen this year, even below 2010 scores – suggesting the downward trend is continuing following the peak in 2011 after the riots across London.
  - Respondents in area 6 (Collier's wood/ Graveney/ Longthornton) are significantly more concerned about antisocial behaviour, as well as about drug users, than those in other areas.
- Just under three in ten (29%) respondents felt informed about measures to tackle antisocial behaviour, a significant decrease since 2011.

# Worry about...

Concern about antisocial behaviour has fallen this year following an increase in 2011

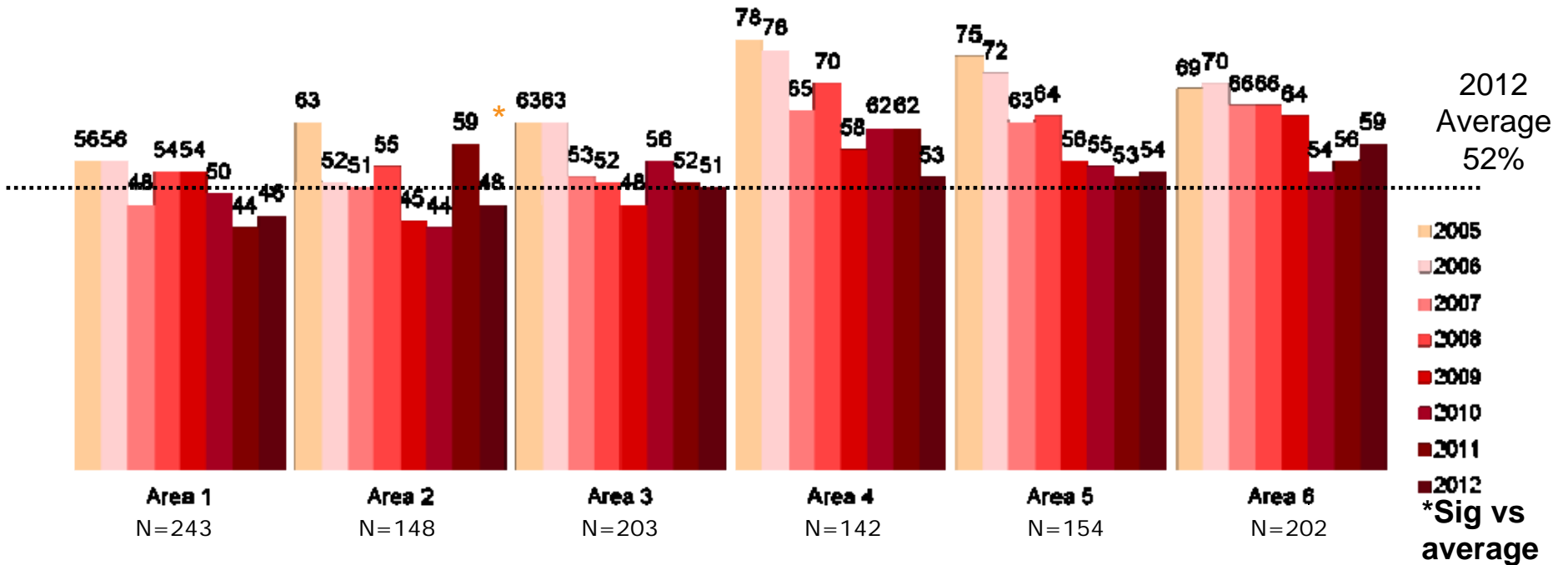


Source: Q6 How worried are you about each of the following in Merton?  
Base: All adults (2012: 1092)

# Worry about crime

**% saying Very worried/ Fairly worried**

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



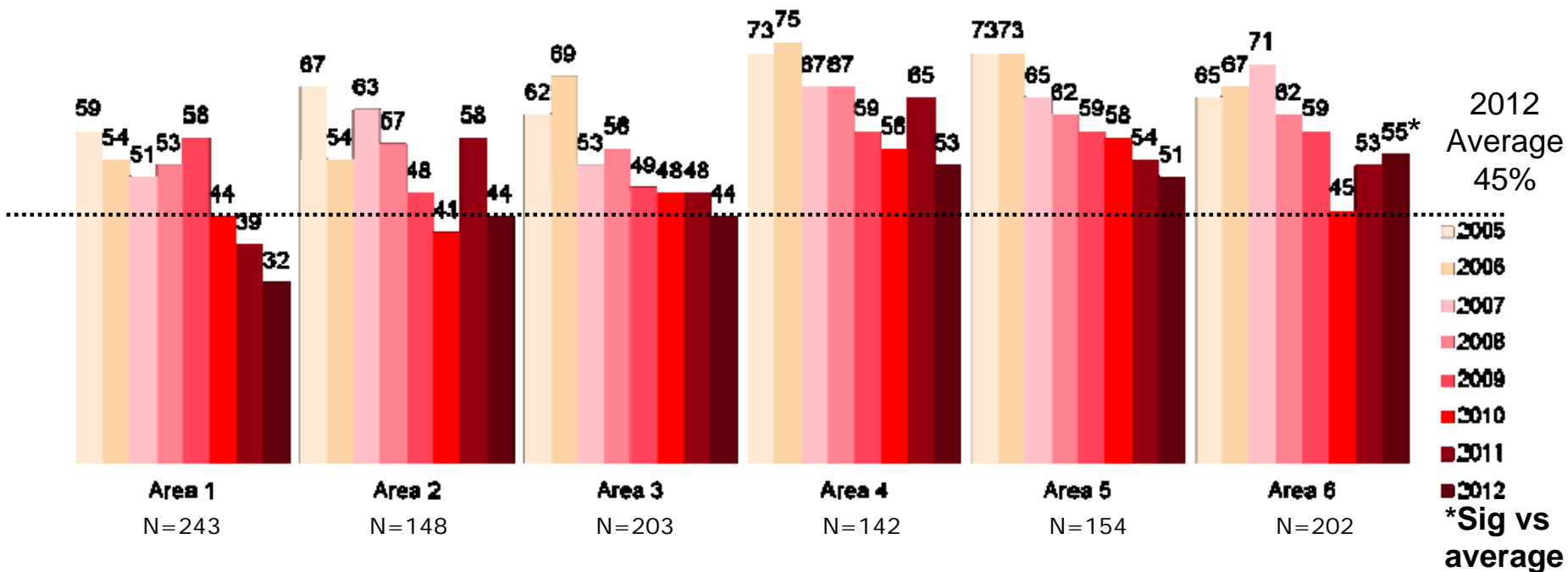
Source: Q6 How worried are you about each of the following in Merton? ...Crime  
Base: All adults (c1000)



# Worry about anti-social behaviour

**% saying Very worried/ Fairly worried**

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

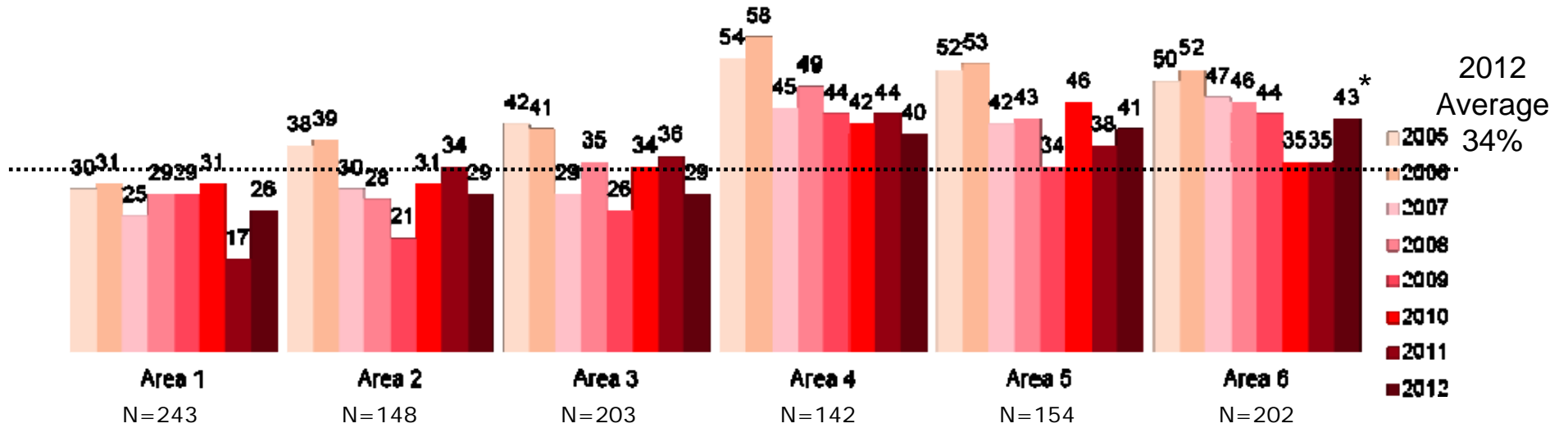


Source: Q6 How worried are you about each of the following in Merton? ...Anti-social behaviour  
Base: All adults (c1000)

# Worry about drug users

**% saying Very worried/ Fairly worried**

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



**\*Sig vs average**

Source: Q6 How worried are you about each of the following in Merton? ...Drug users  
Base: All adults (c1000)



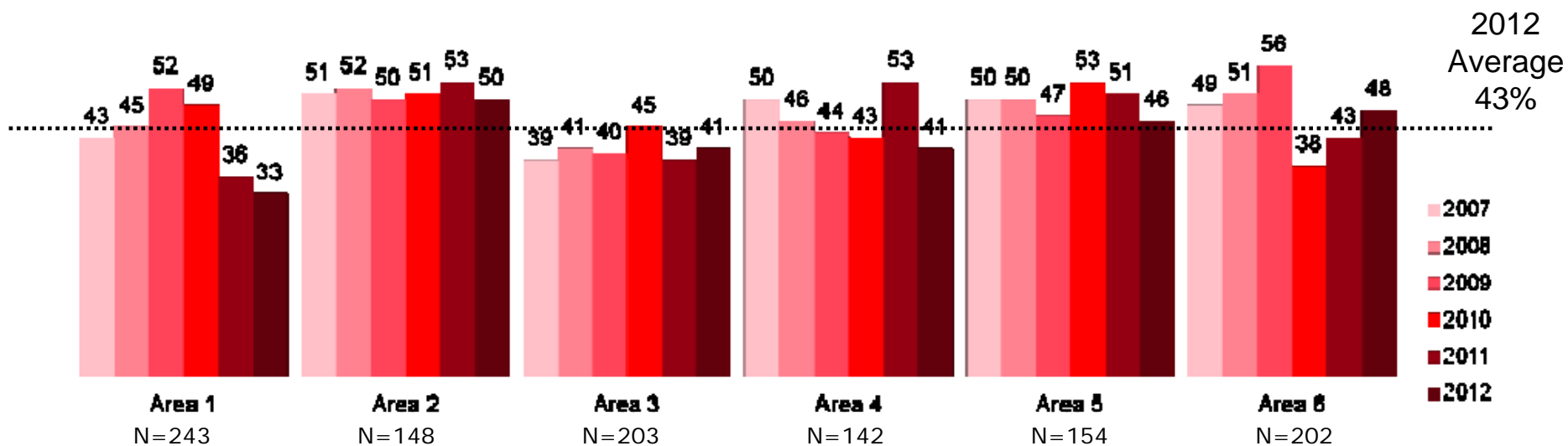
©TNS 2012



# Worry about people being drunk and rowdy

**% saying Very worried/ Fairly worried**

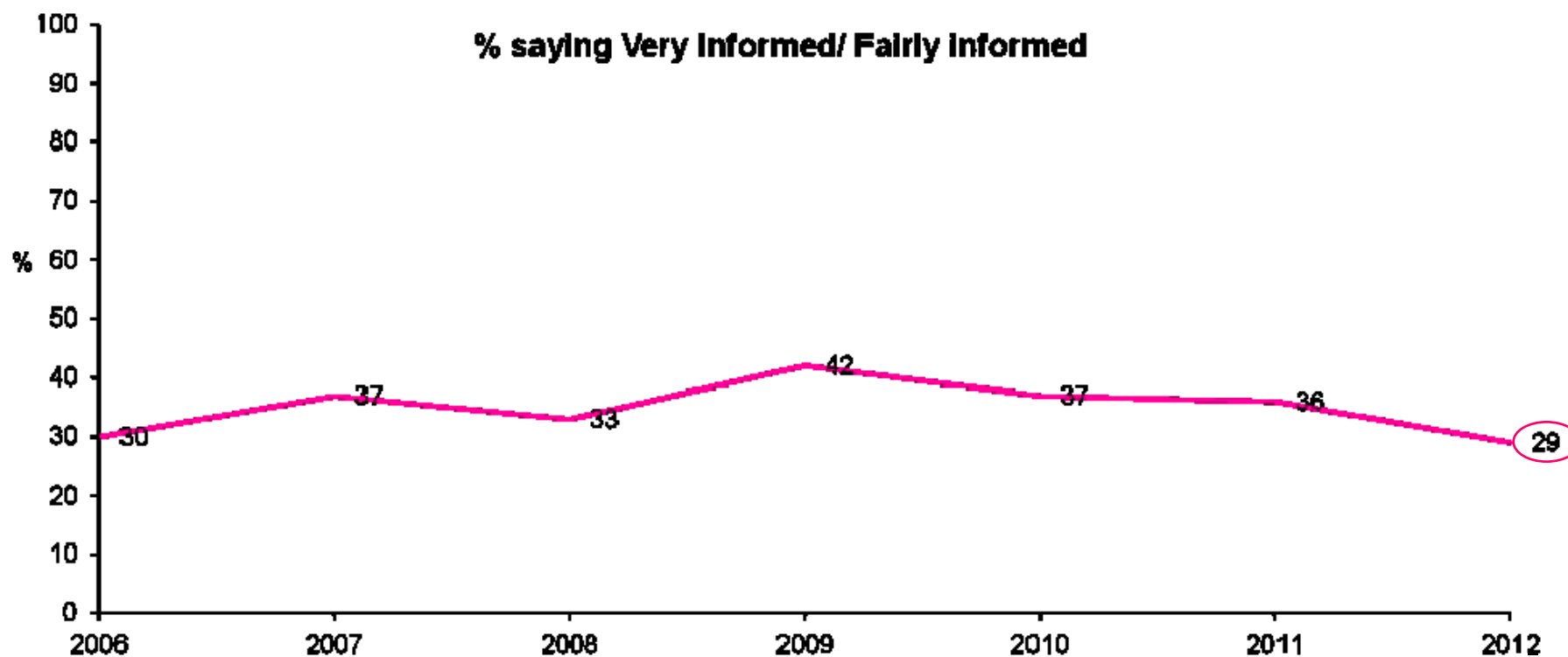
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



Source: Q6 How worried are you about each of the following in Merton? ...People being drunk and rowdy  
Base: All adults (c1000)

# How informed residents feel about measures to tackle anti-social behaviour

Respondents feel significantly less well informed than in 2011

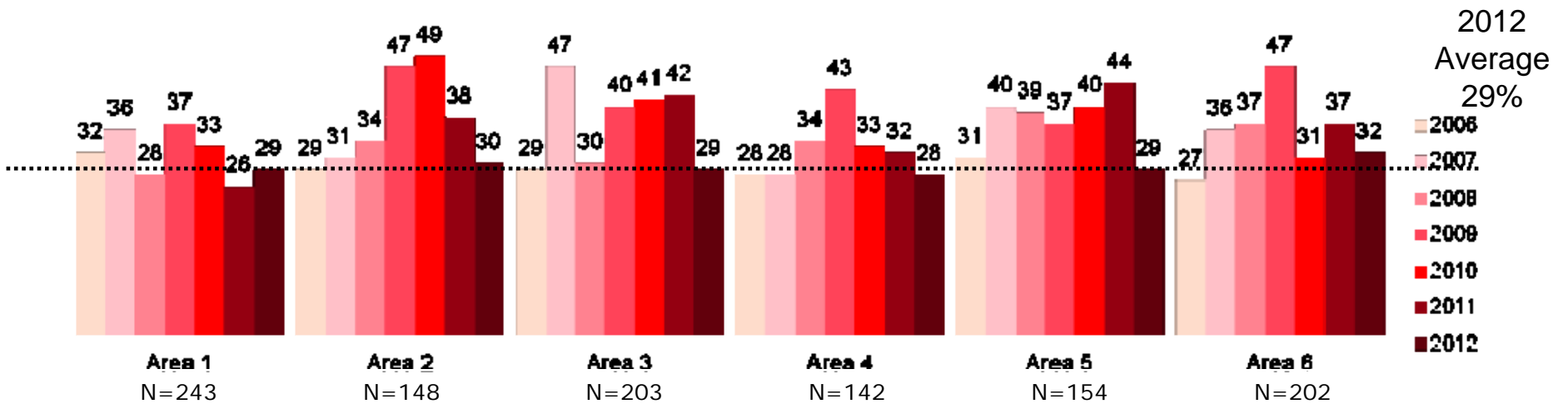


Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?  
Base: All adults (c1000)

# How informed residents feel measures to tackle anti-social behaviour

**% saying Very informed/fairly informed**

- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?  
Base: All adults (c1000)

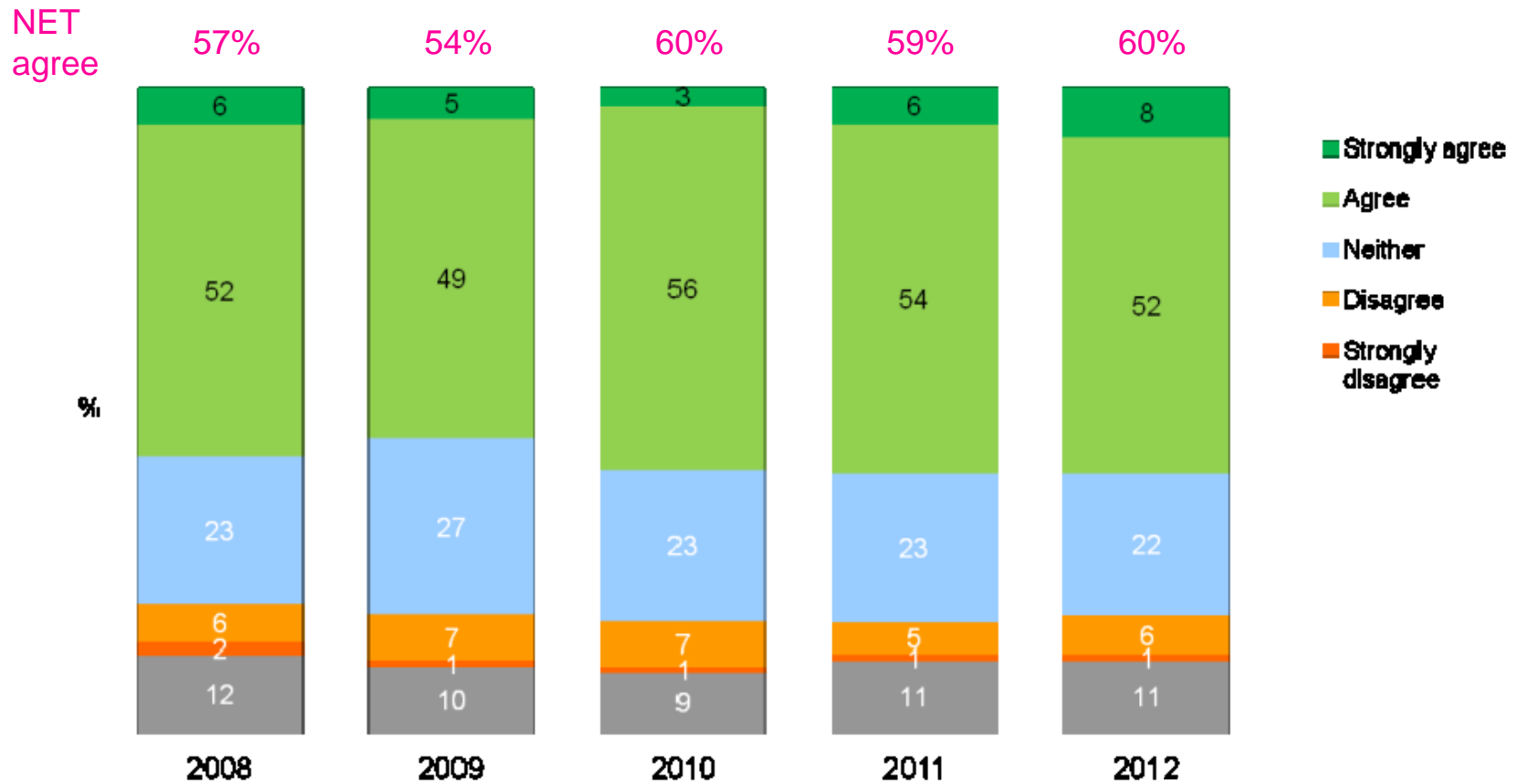
# Merton Extra Questions: Tackling racism, social cohesion and respect



## Summary – Tackling Racism, Social Cohesion and Respect

- The majority of respondents (60%) continue to agree that the council treats them in a fair and non discriminatory way.
- Only 13% of respondents feel that the council does not tackle racism, with over half (51%) not sure – however, disagreement is higher among Black and Asian respondents (23% and 20% respectively).
- 87% of respondents feel that people from different backgrounds get on well together, with just 8% disagreeing with this statement. Disagreement is higher among Black respondents, with 14% disagreeing.
- There is high agreement that people in the local area treat each other with consideration and respect (92%), and agreement is significantly higher among higher social grade respondents (AB=96%) and lower among Black respondents (86%).

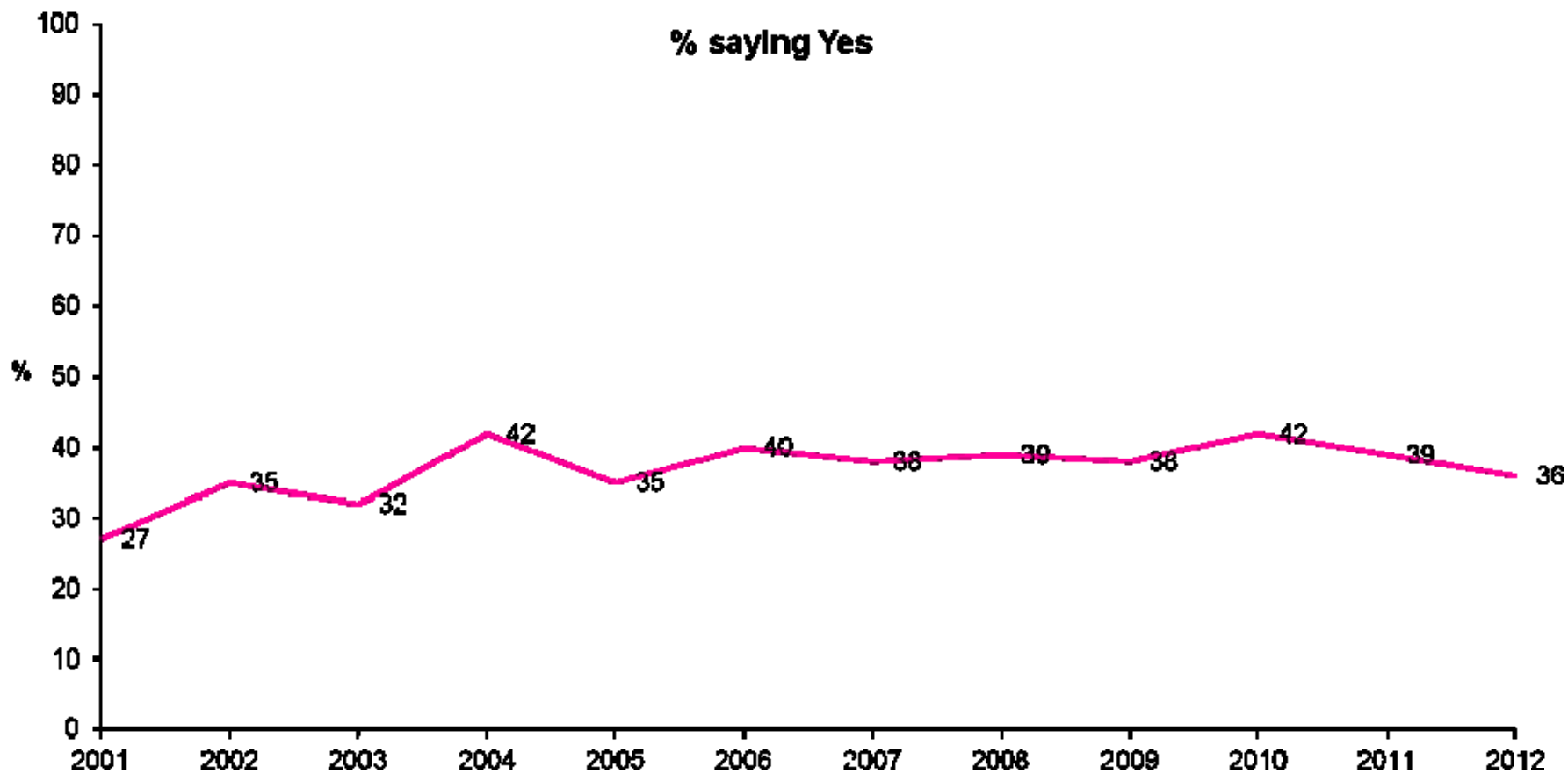
# Whether people feel council treats them in a fair and non-discriminatory way



Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way?  
Base: All adults (c1000)

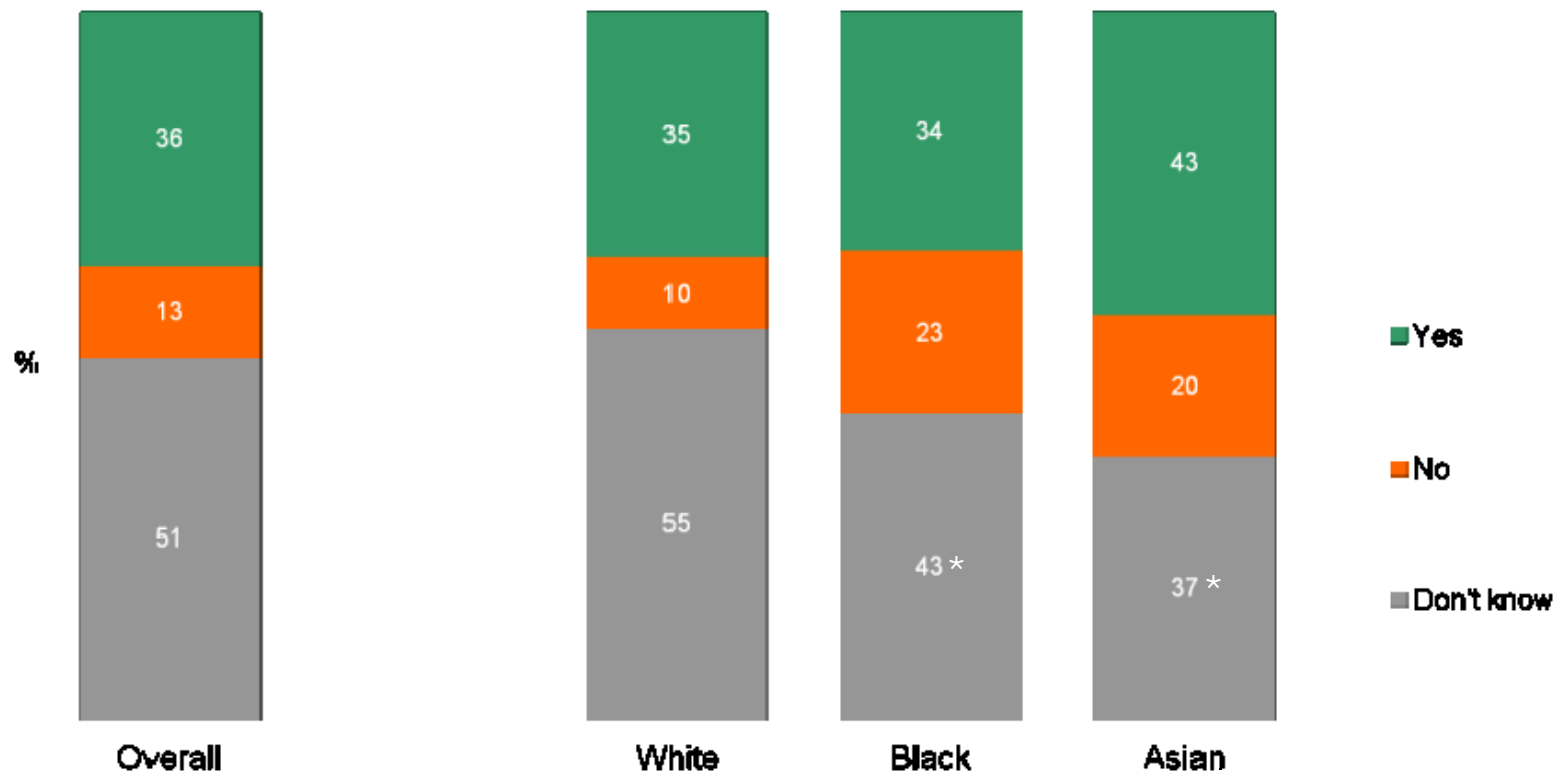


# Whether people think that the council tackles racism



Source: Q10 In your opinion do you think that Merton Council tackles racism or not?  
Base: All adults (c1000)

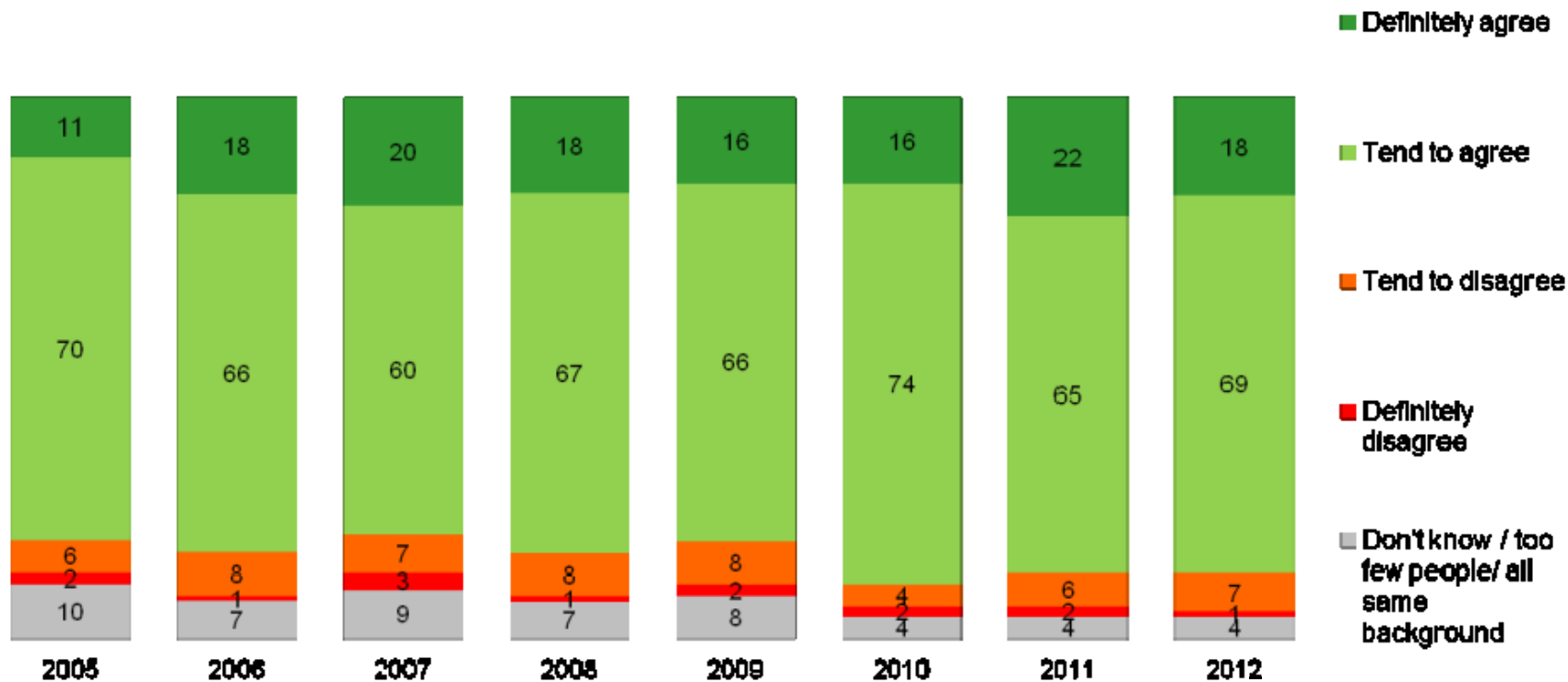
# Whether people think that the council tackles racism



\*Sig

Source: Q10 In your opinion do you think that Merton Council tackles racism or not?  
 Base: All adults (1092); White (782) Asian (178) Black (87)

# Agreement that people from different backgrounds get on well together



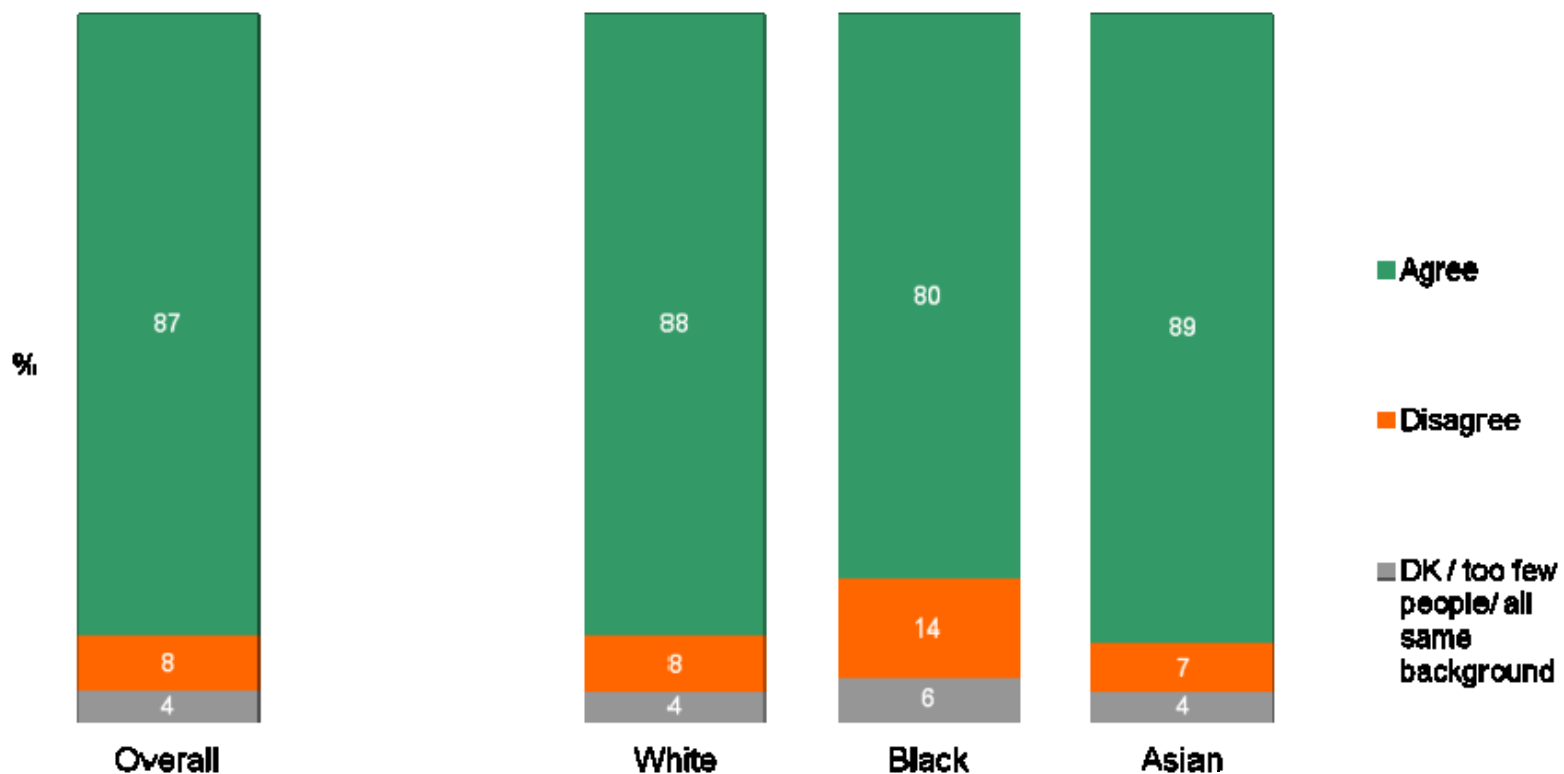
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
 Base: All adults (c1000)

# Agreement that people from different backgrounds get on well together



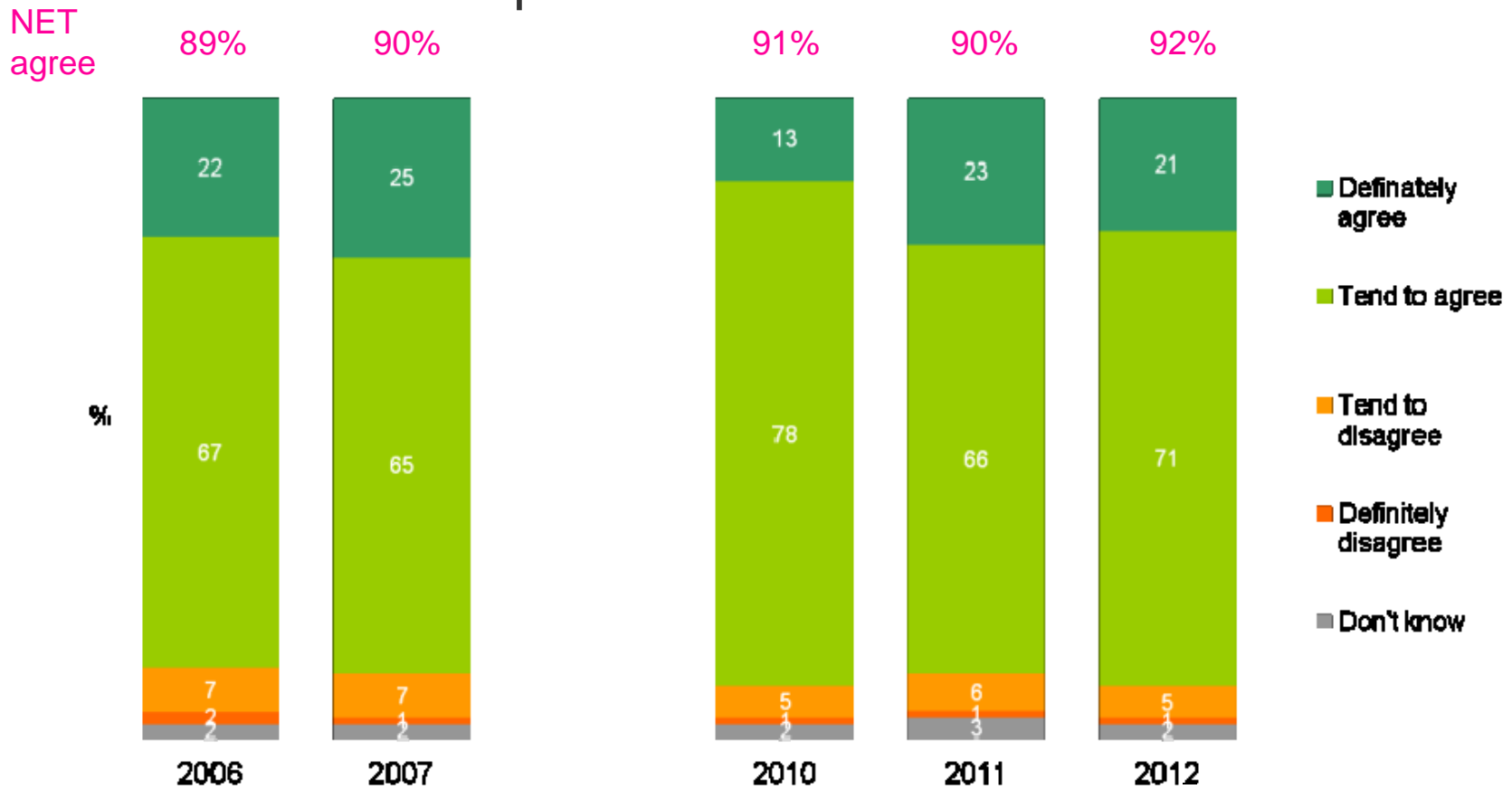
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
Base: All adults (c1000)

# Agreement that people from different backgrounds get on well together



Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
Base: All adults (1092) White (782) Asian (178) Black (87)

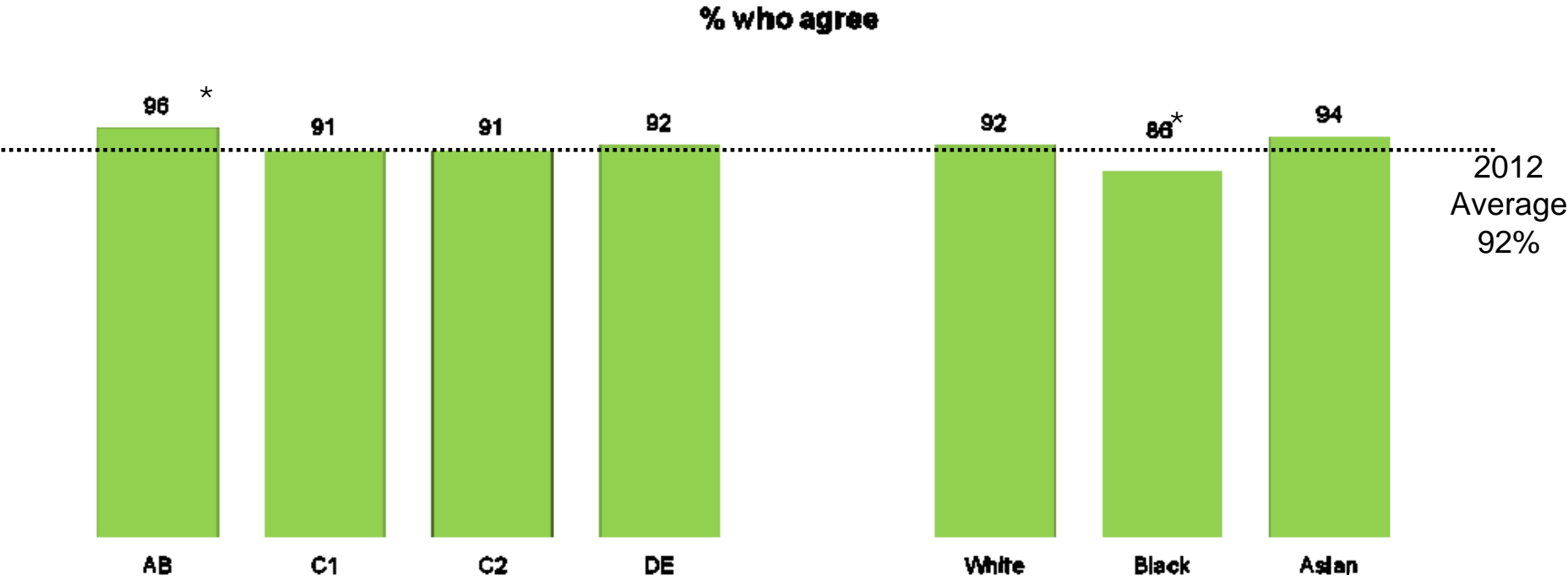
# Agreement that people in local area treat each other with respect and consideration



Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?  
Base: All adults (2012: 1092)

# Agreement that people in local area treat each other with respect and consideration

By social grade and ethnicity



Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?  
Base: All adults (1092) Social grade AB (274) C1 (393) C2 (171) DE (254); White (782) Asian (178) Black (87)

# Young Persons Survey





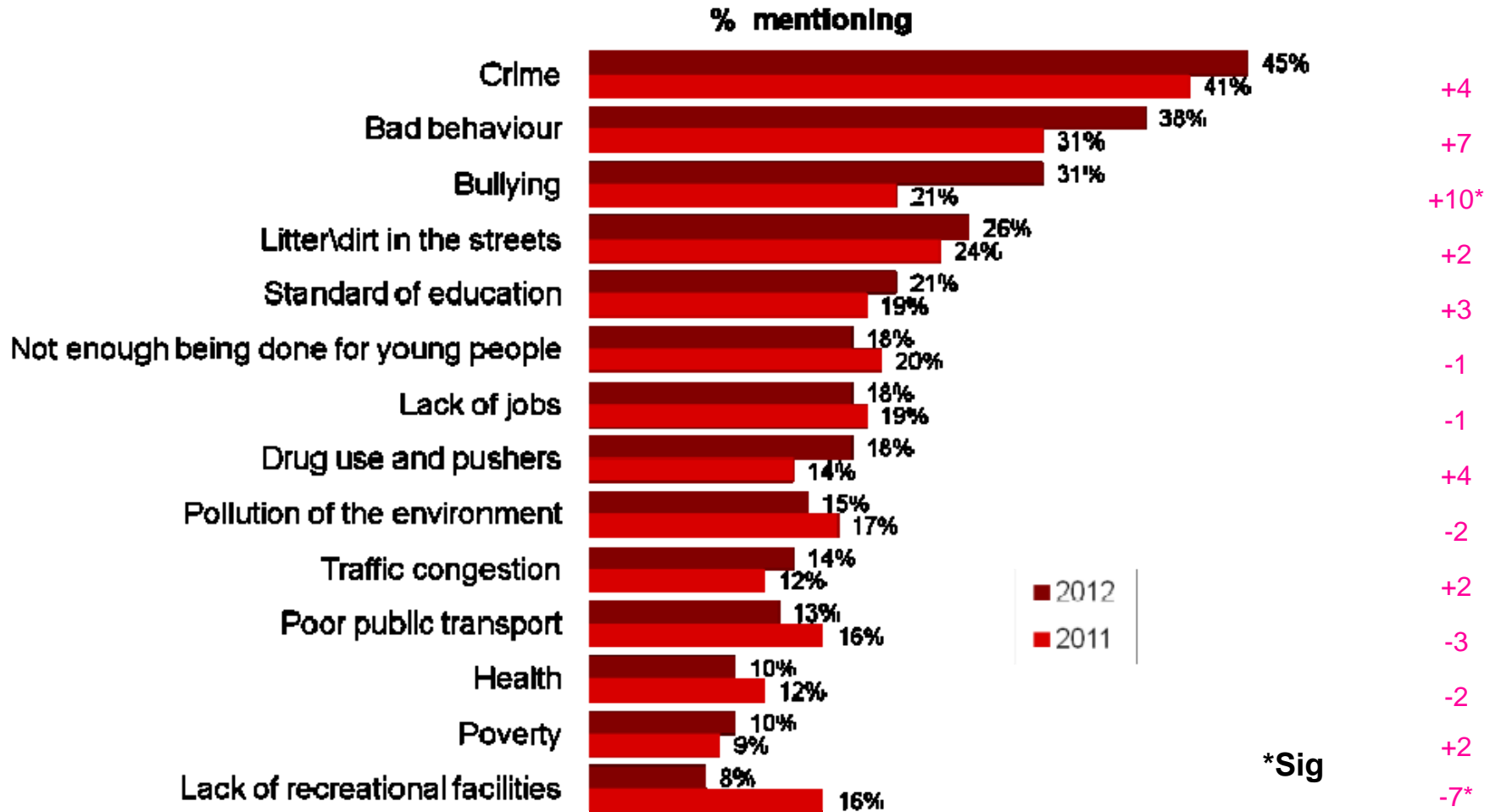
## Summary – Young People’s Survey

- Young people’s concerns are similar to those of adults, with crime the biggest concern. Bad behaviour and bullying are also concerns for young people, with both seeing an increase in the level of concern since 2011, significantly so for bullying.
  - Concern about lack of recreational facilities has fallen significantly this year.
- Merton council is viewed fairly positively by respondents, with performance ahead of London on all attributes and 72% feeling they get the services they need. Merton is significantly ahead of London for listening to concerns of young people and doing enough to protect young people. 90% agree Merton is a good place to live.
- Following a fall in 2011, there has been a significant increase in ratings for local health services and repair of roads. This year has also seen an increase in scores for leisure and sports facilities. All three areas are significantly ahead of London, as well as activities for young people, public transport, recycling facilities, libraries and street cleaning.
- Political involvement remains stable for young people, with almost all saying they will vote in an election.
- Young people are generally satisfied and happy, with feeling safe in the local area the main driver of wellbeing, although 56% feel this could be improved.

# Young people's personal concerns

Concern about bullying has increased significantly this year

Change from 2011/12 (% pts)

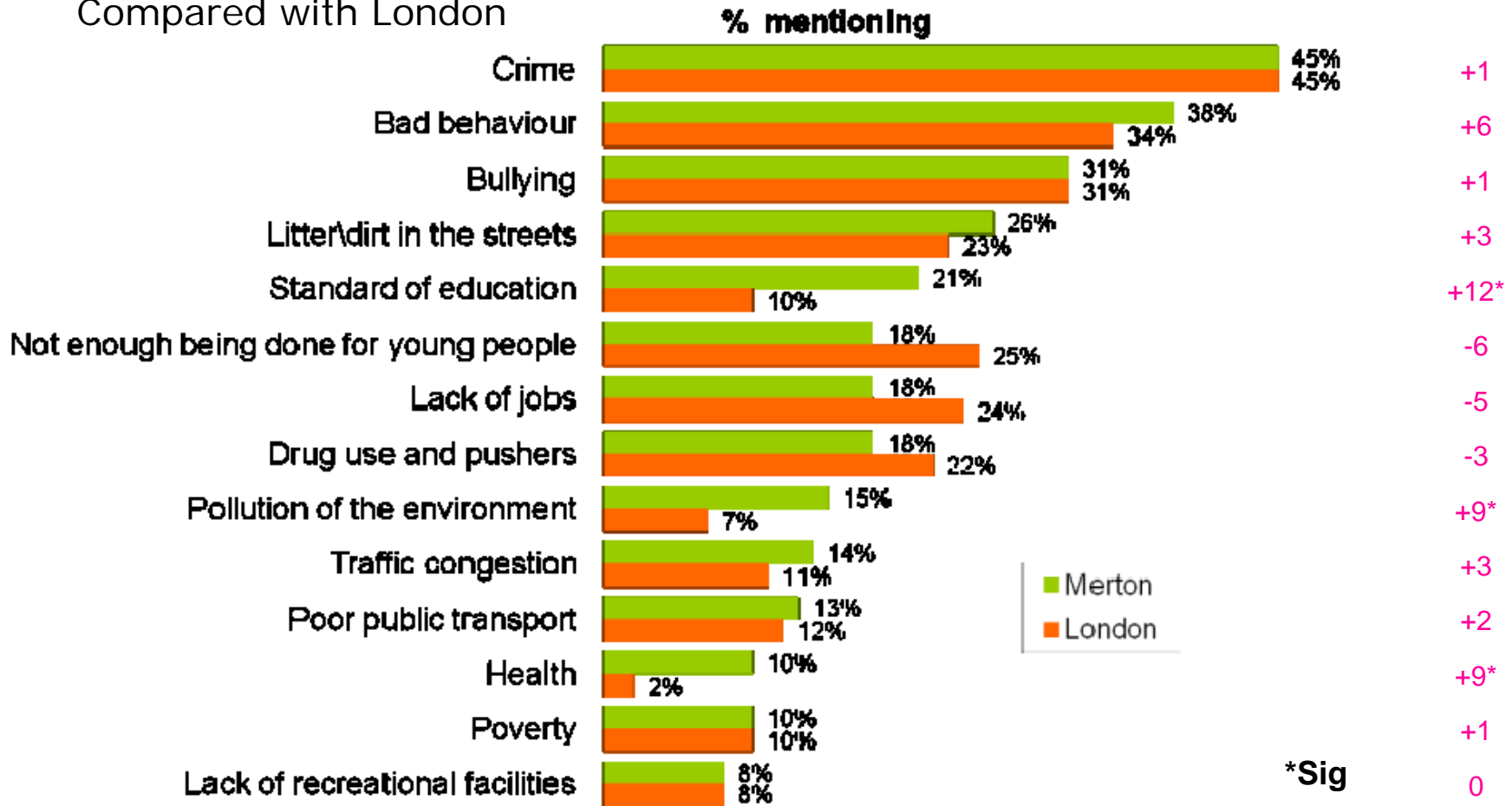


Source: QY1 Which three of these are you personally most concerned about?  
 Base: All young persons aged 11-17yrs (2012: 248; 2011: 270)

# Young people's personal concerns

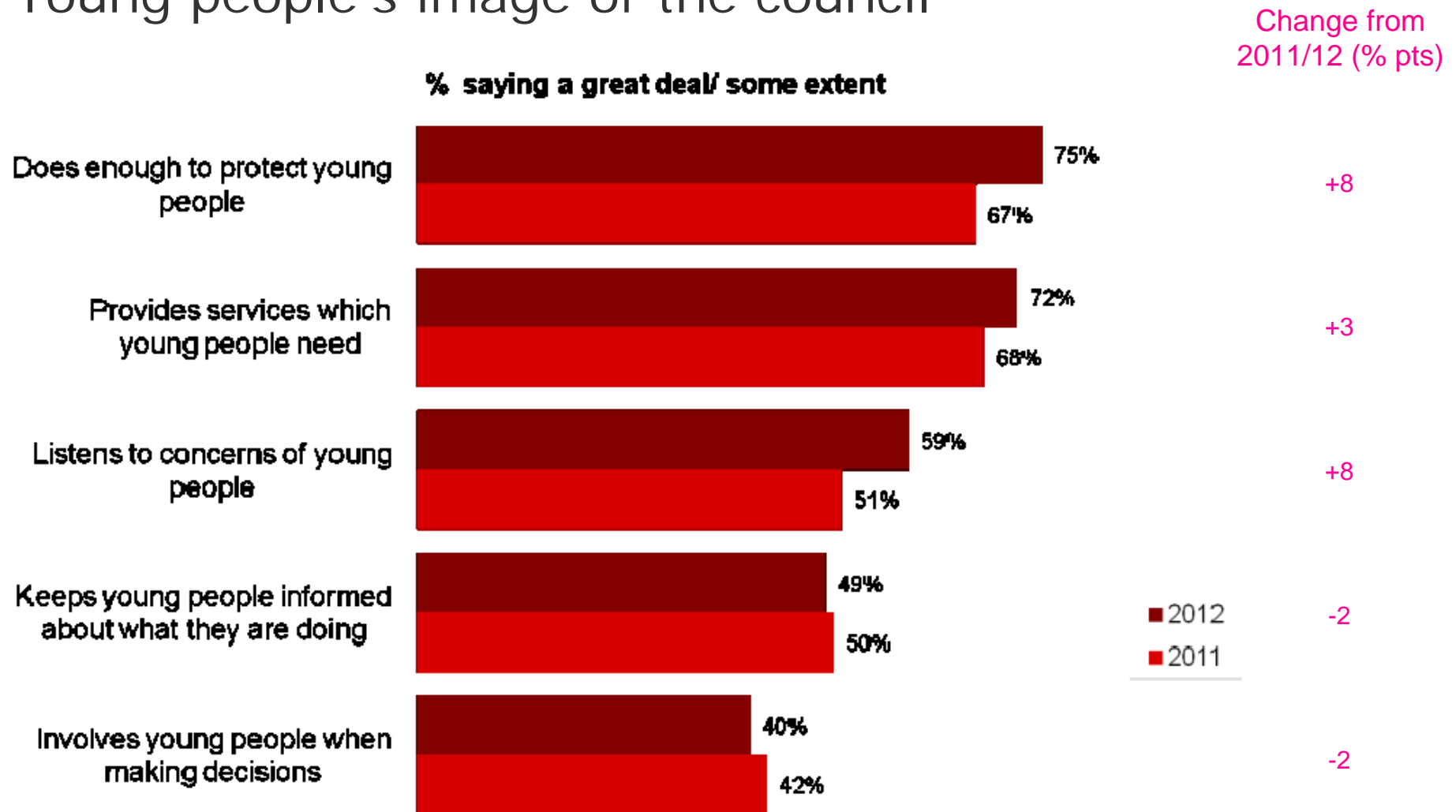
Difference to London (% pts)

Compared with London



Source: QY1 Which three of these are you personally most concerned about?  
 Base: All young persons aged 11-17yrs (Merton:248; London: 252)

# Young people's image of the council

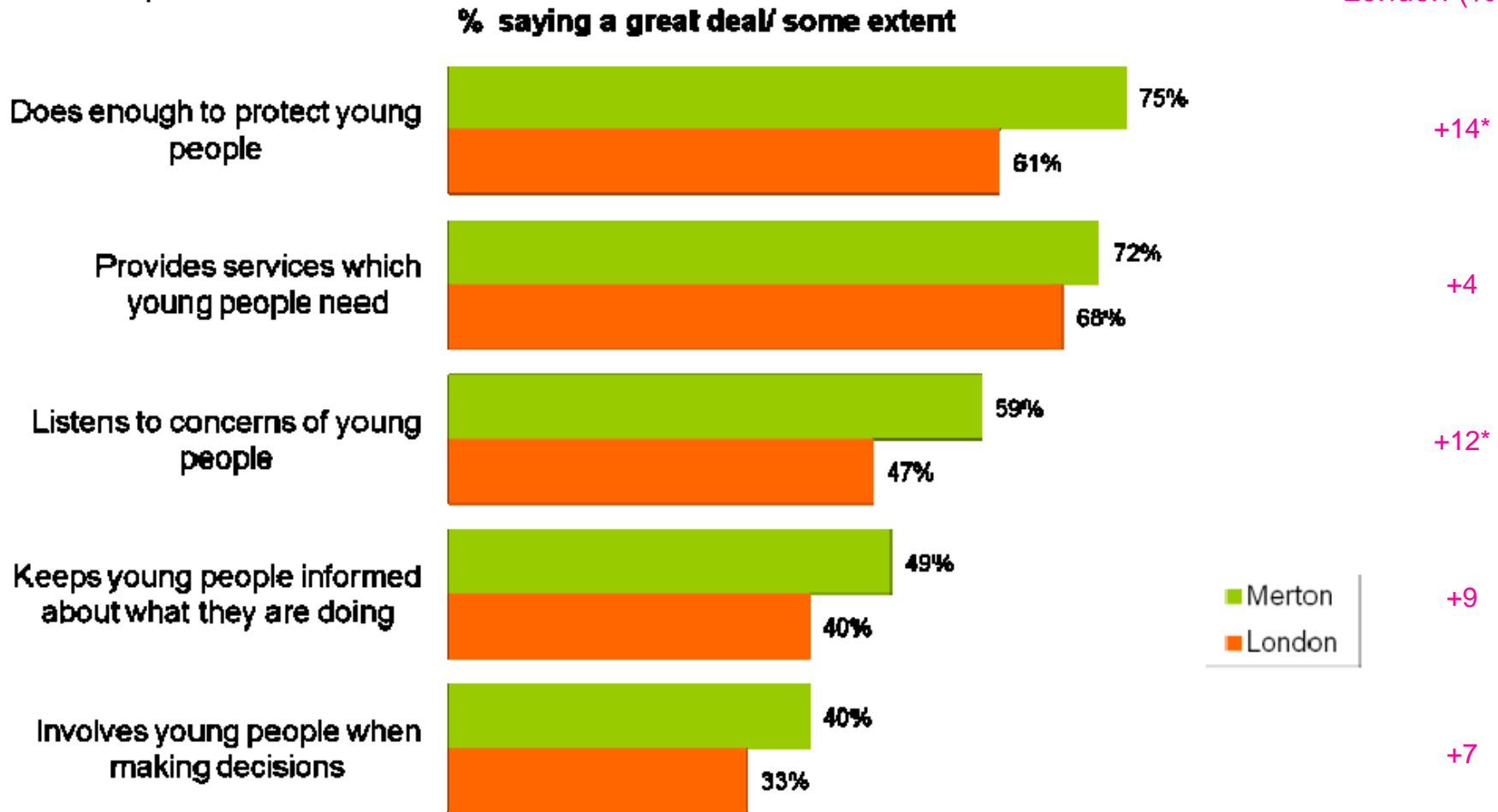


Source: QY3 To what extent do you think these statements apply to your borough?  
 Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2012: 172 2011: 167)

# Young people's image of the council

Compared with London

Difference to London (% pts)

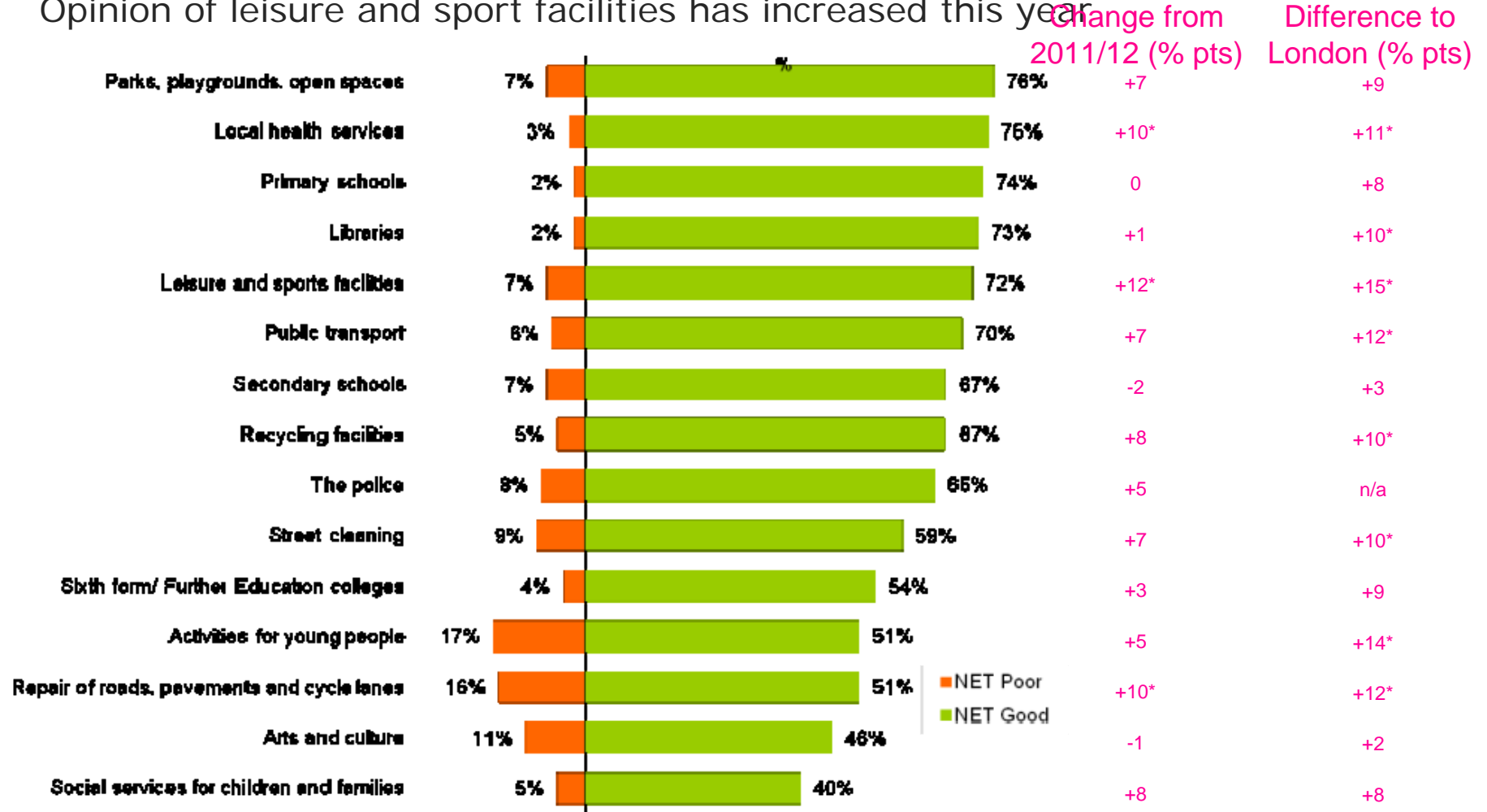


\*Sig

Source: QY3 To what extent do you think these statements apply to your borough?  
 Base: All young persons aged 11-17yrs who know a lot or a little about the Council (Merton:172 ; London: 153)

# Young people's received service delivery

Opinion of leisure and sport facilities has increased this year



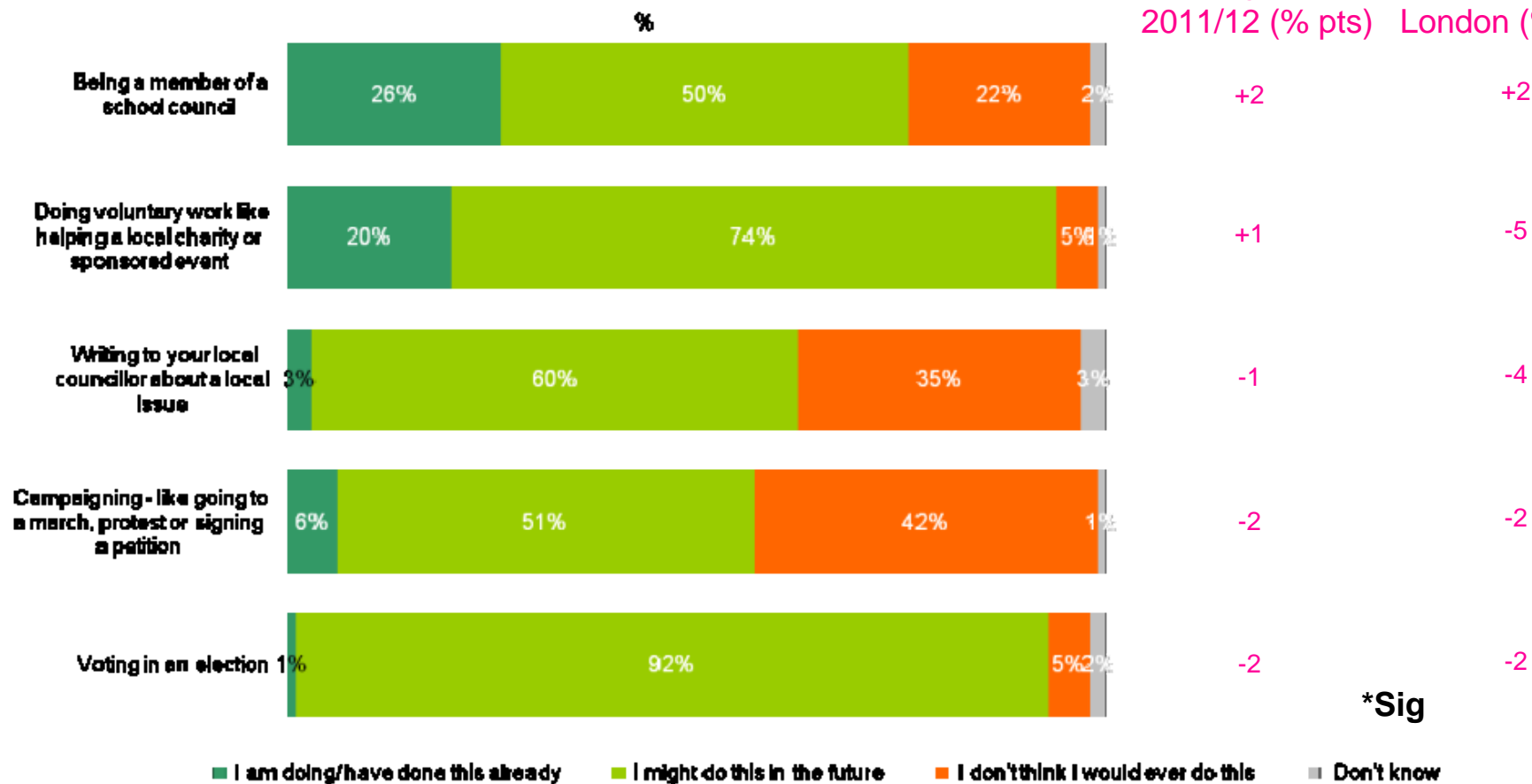
\*Sig

Source: QY4 I would like to ask you about local services in this area. What is your opinion of ...?  
 Base: All young persons aged 11-17yrs (248)

# Young people and political involvement

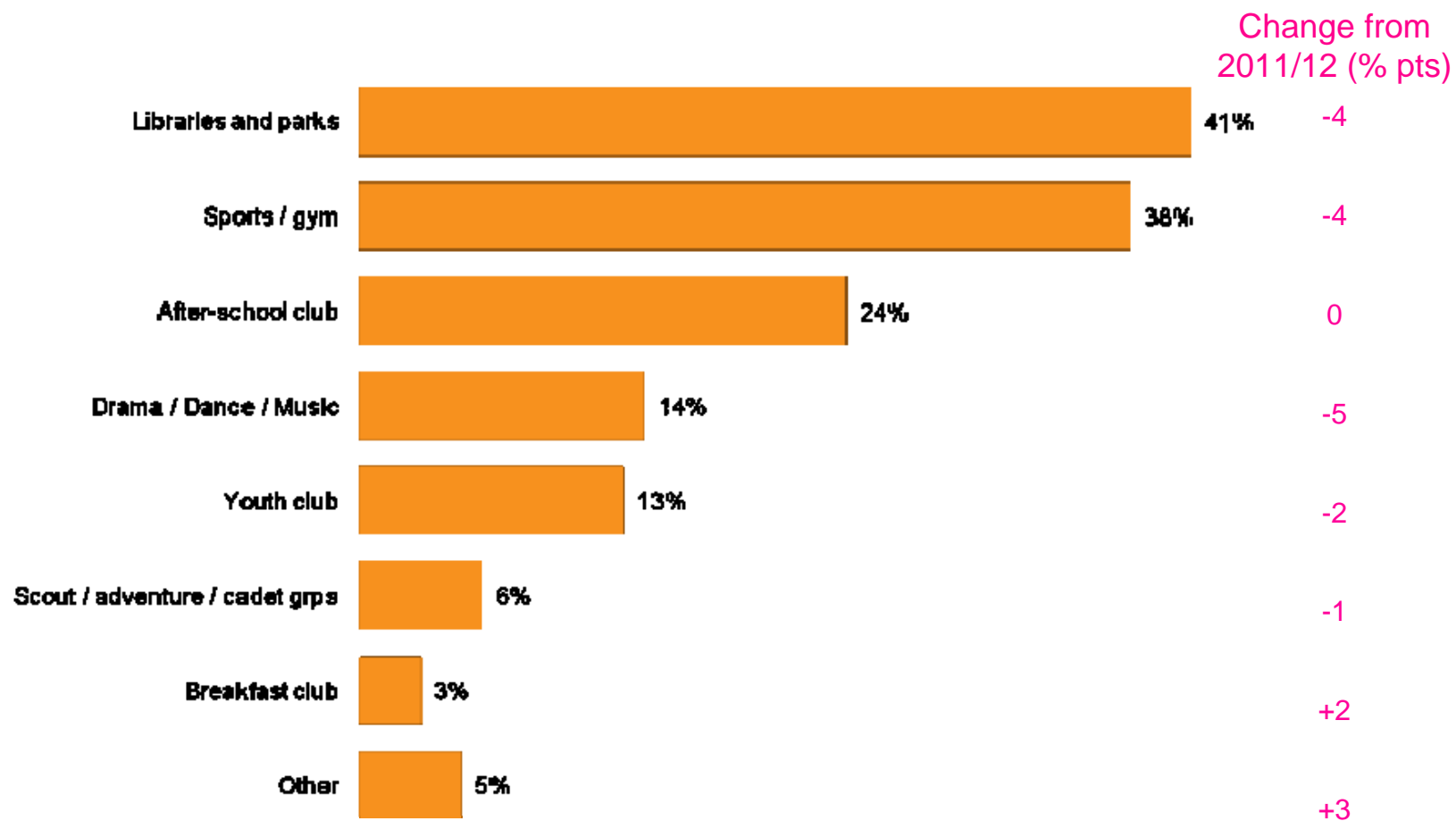
I am doing/ have already done this

Change from 2011/12 (% pts)      Difference to London (% pts)



Source: QY5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?  
 Base: All young persons aged 11-17yrs (248)

# Out of school activities attended

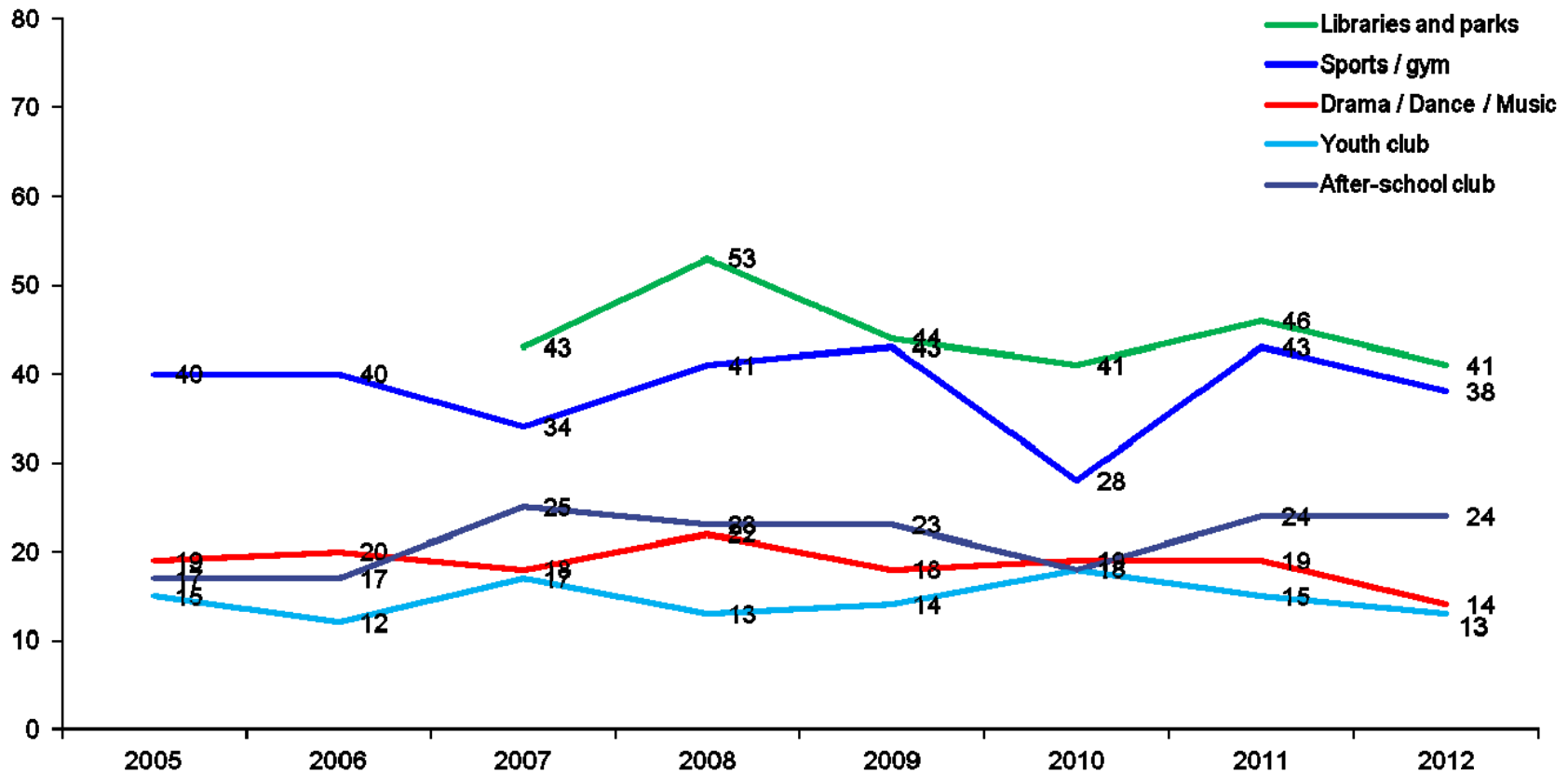


\*Sig

Source: QY6 Do you attend any of the following out of school activities?  
 Base: All young persons aged 11-17yrs (2012: 248; 2011:270)

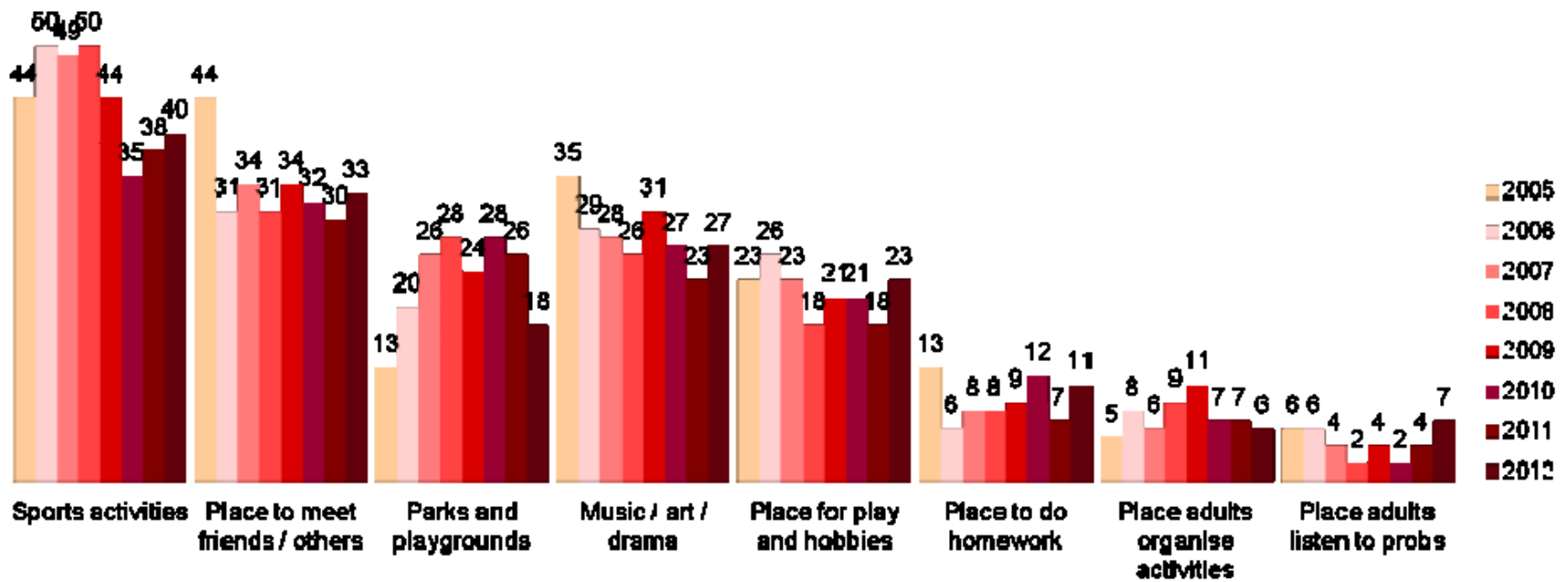


# Out of school activities attended



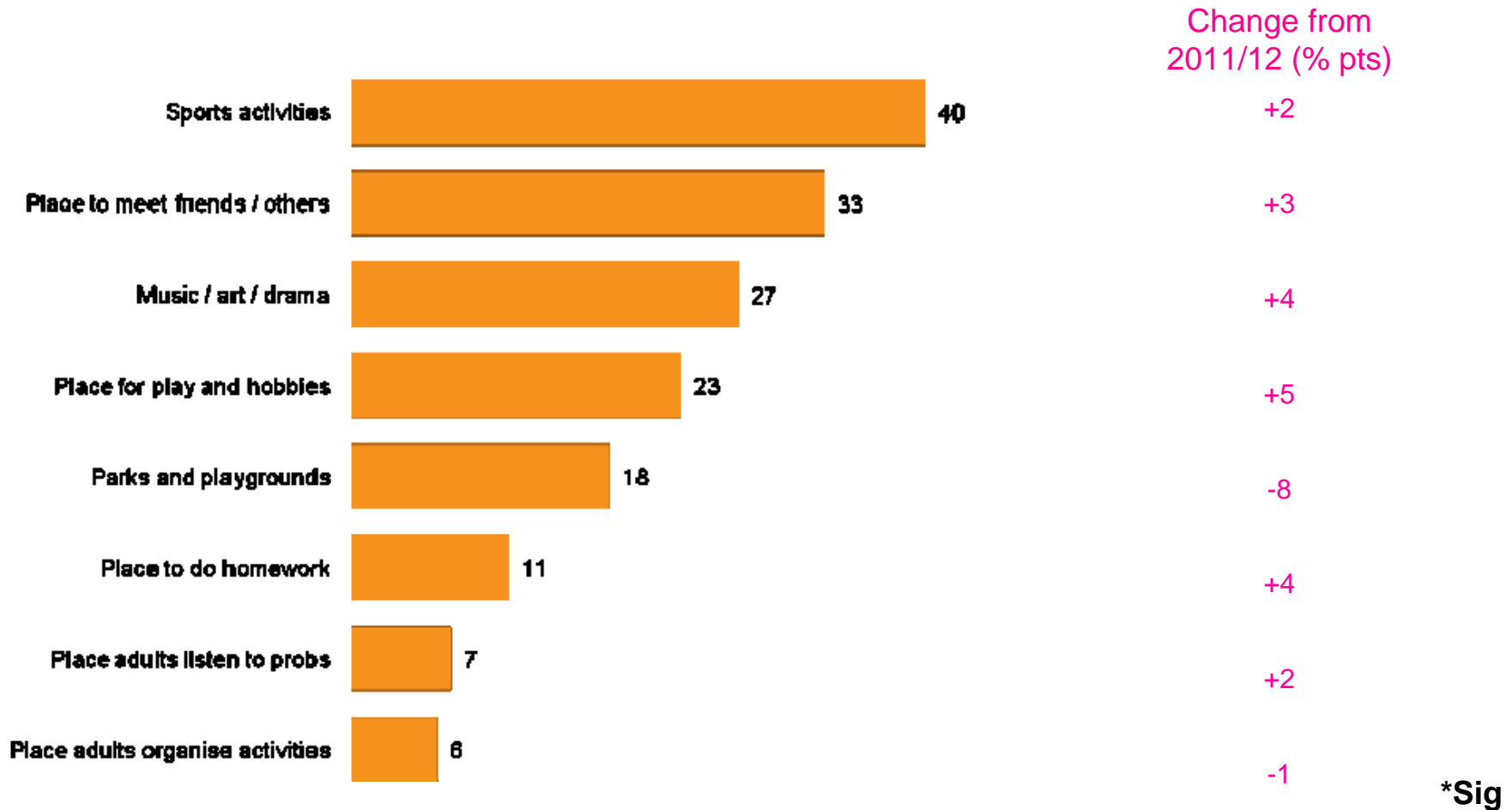
Source: QY6 Do you attend any of the following out of school activities?  
 Base: All young persons aged 11-17yrs (c. 250)

# Activities young people would like to be involved in



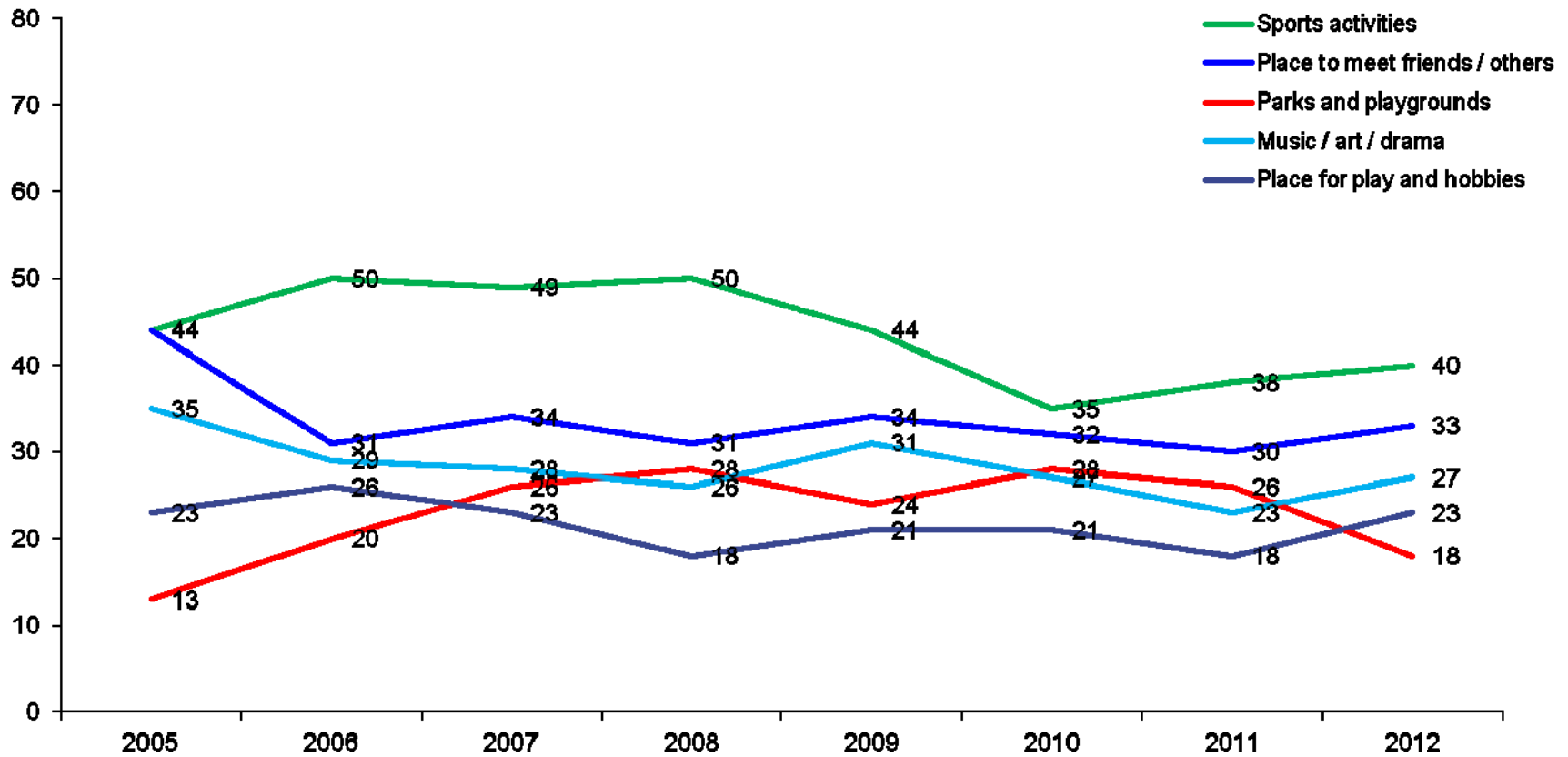
Source: QY7 Which of the following activities would you like to attend out of school hours?  
 Base: All young persons aged 11-17yrs (c. 250)

# Activities young people would like to be involved in



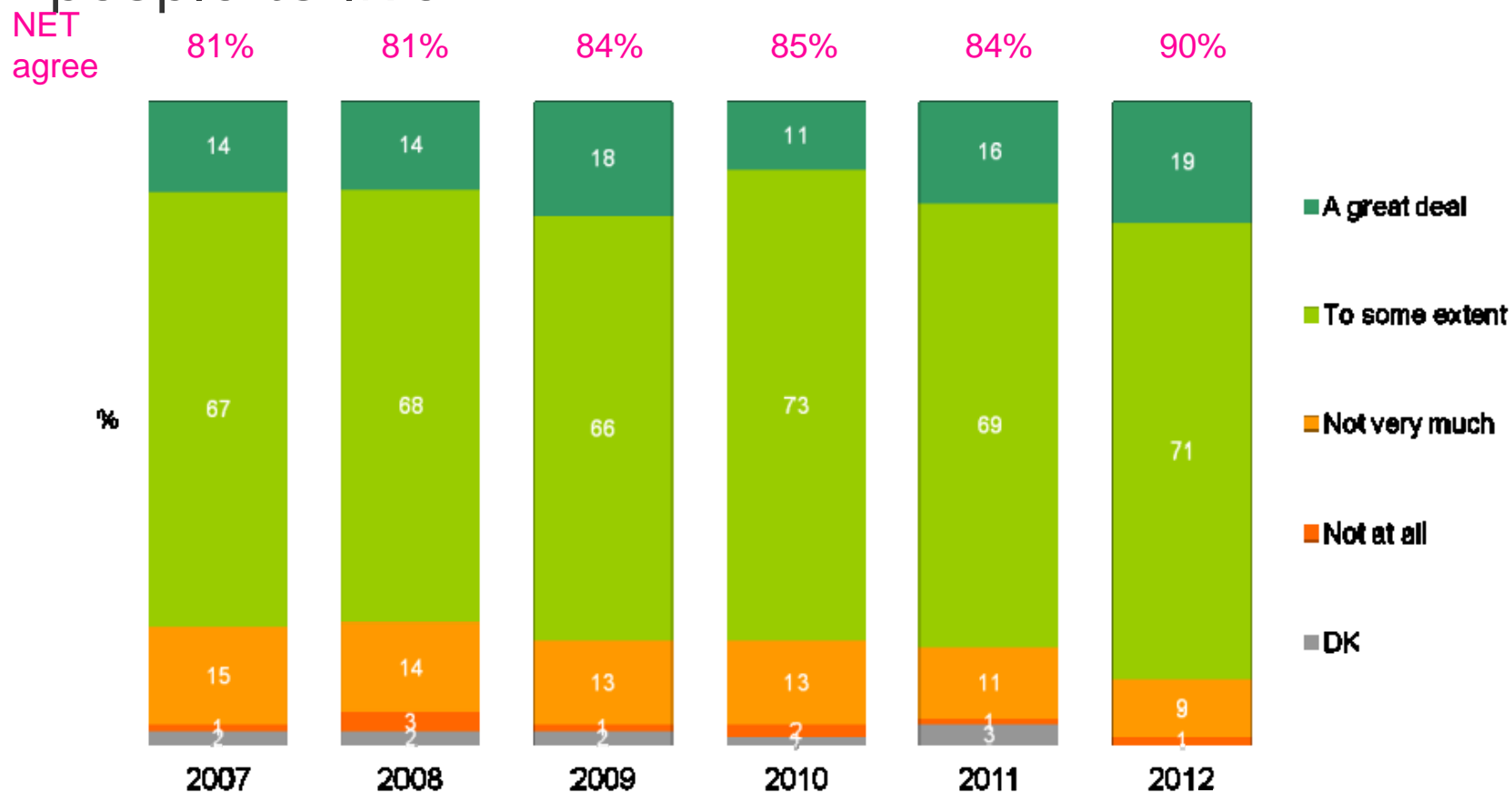
Source: QY6 Do you attend any of the following out of school activities?  
 Base: All young persons aged 11-17yrs (2012: 248; 2011: 270)

# Activities young people would like to be involved in



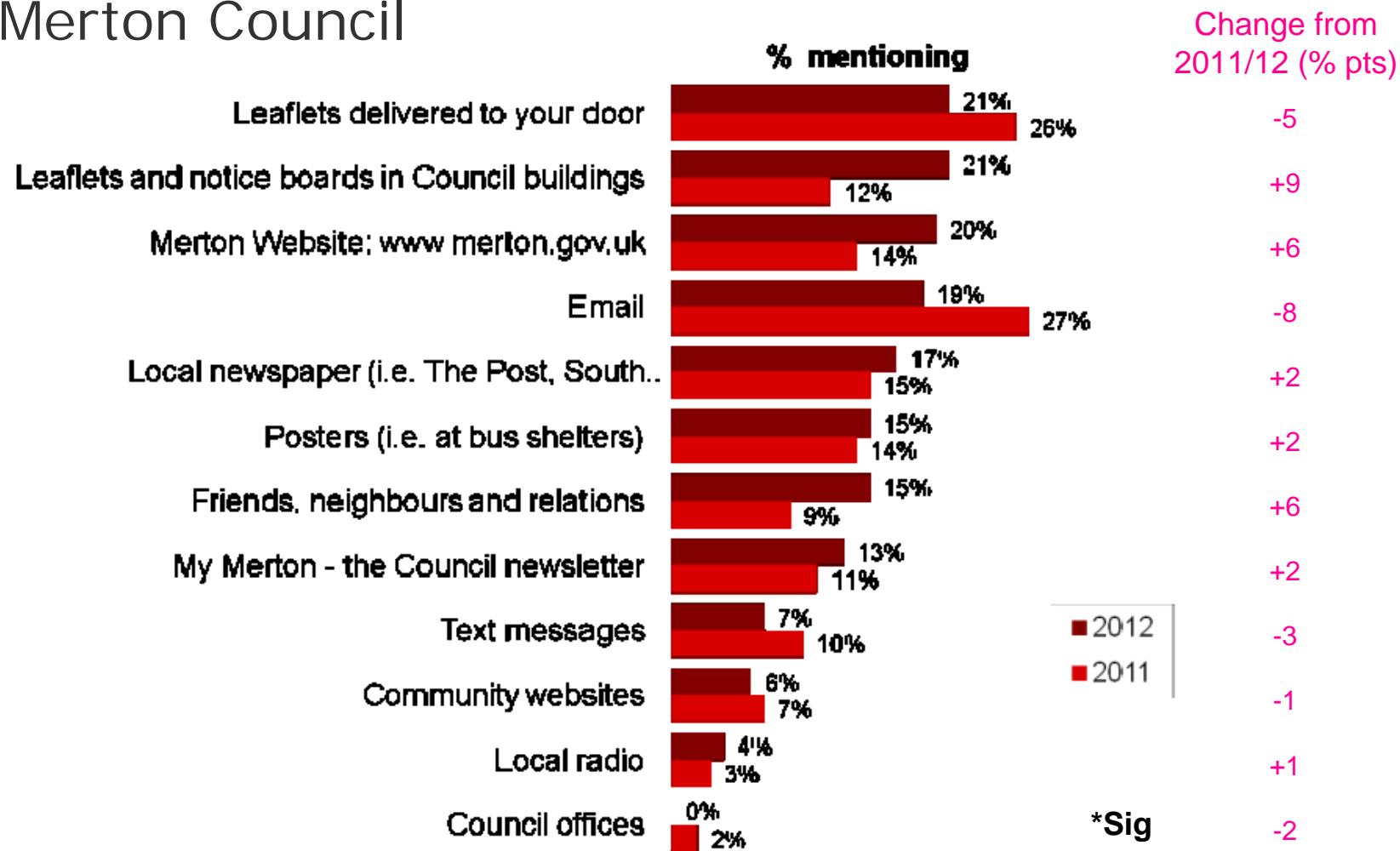
Source: QY6 Do you attend any of the following out of school activities?  
 Base: All young persons aged 11-17yrs (c. 250)

# Agreement that Merton is a good place for young people to live



Source: QY8 To what extent do you agree that Merton is a good place for young people to live?  
 Base: All young persons aged 11-17yrs (c. 250)

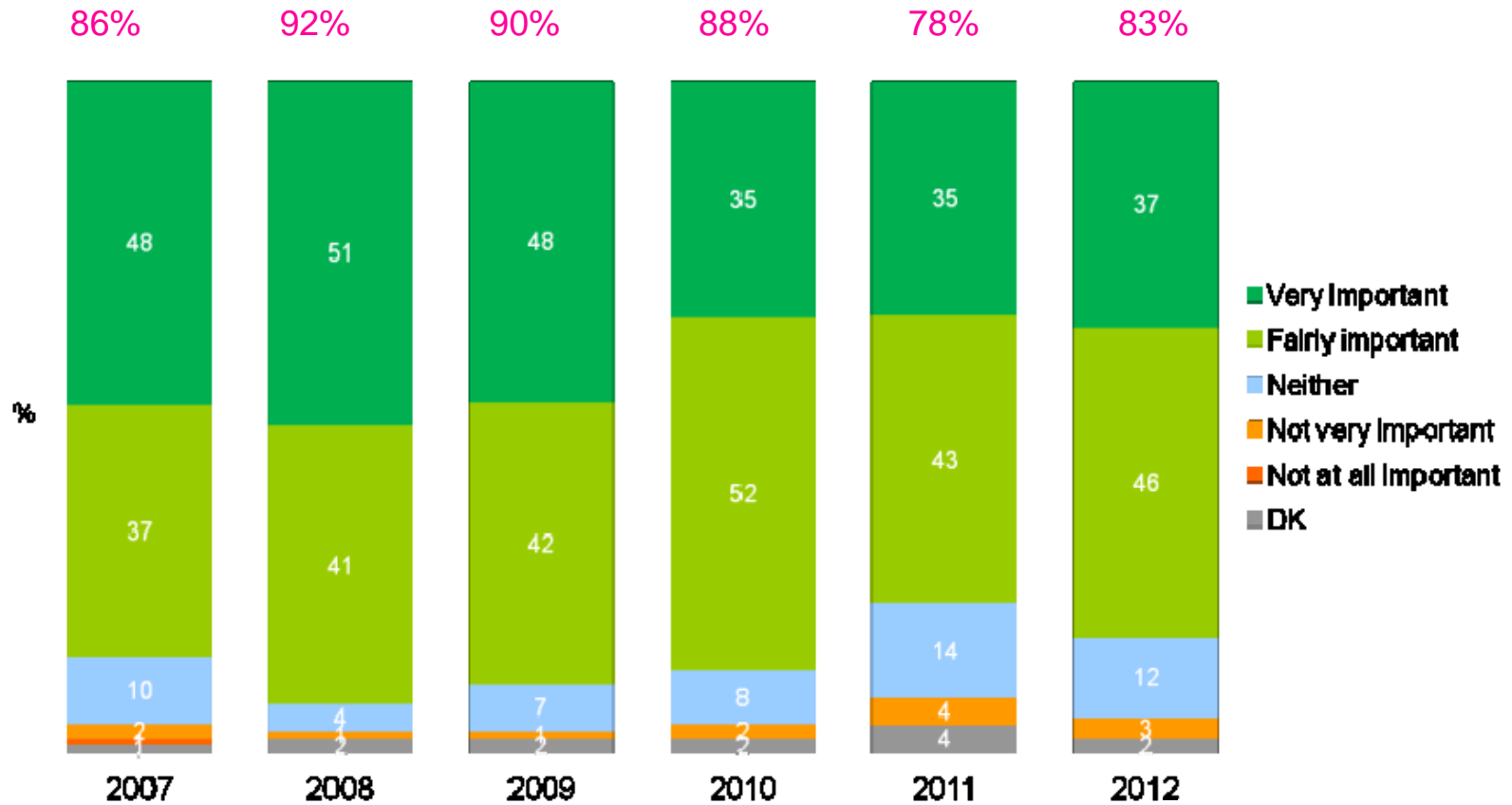
# Preferred method of getting more information about Merton Council



Source: QY9 How would you prefer to get most of your information about Merton Council?  
 Base: All young persons aged 11-17yrs (2012: 248; 2011: 270)

# Importance of council looks after environment

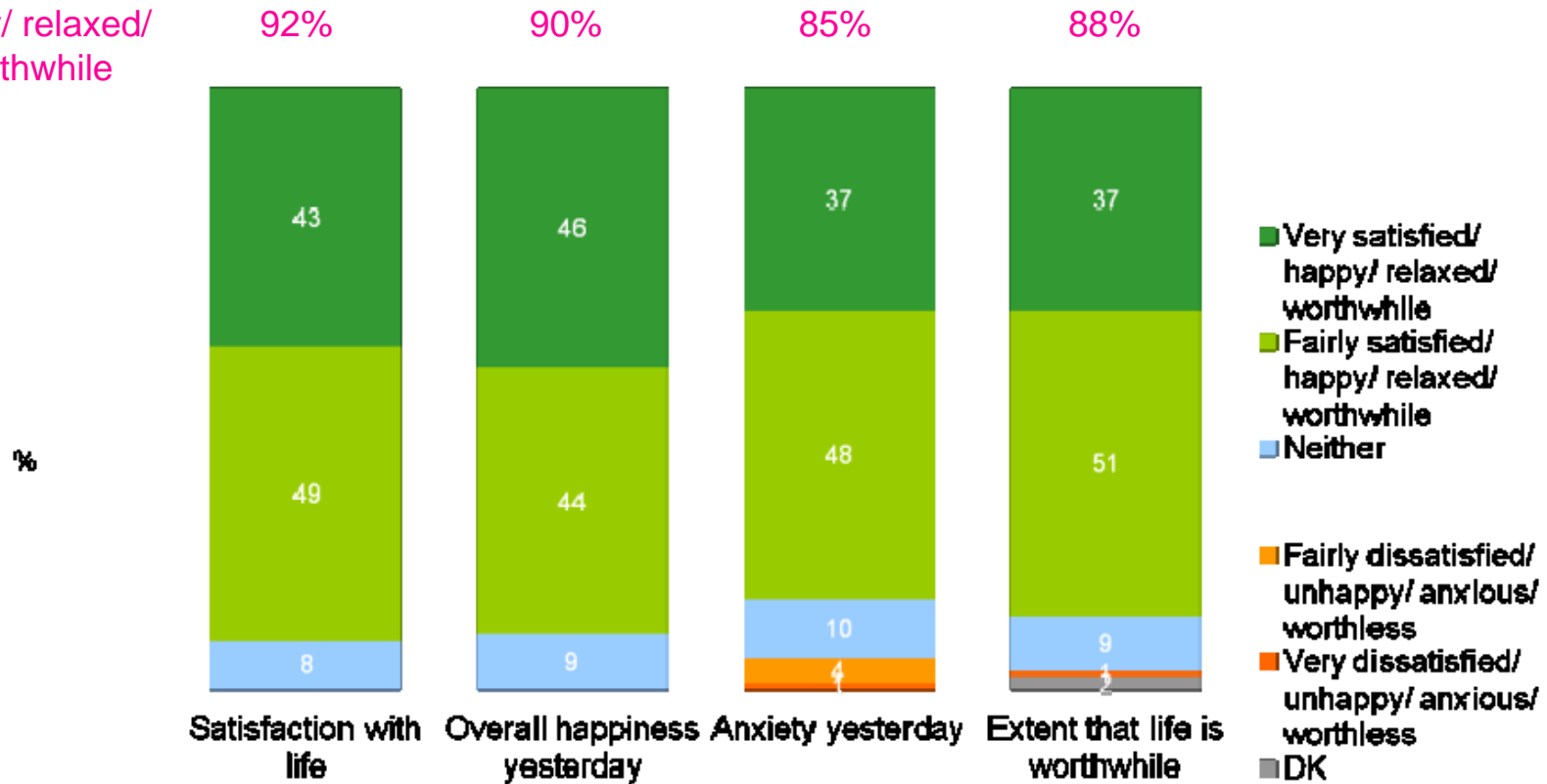
NET agree



Source: QY10 How important is it to you that the Council looks after the environment through policies such as recycling and energy saving?  
 Base: All young persons aged 11-17yrs (c. 250)

# Overall health and wellbeing...

NET satisfied/  
happy/ relaxed/  
worthwhile

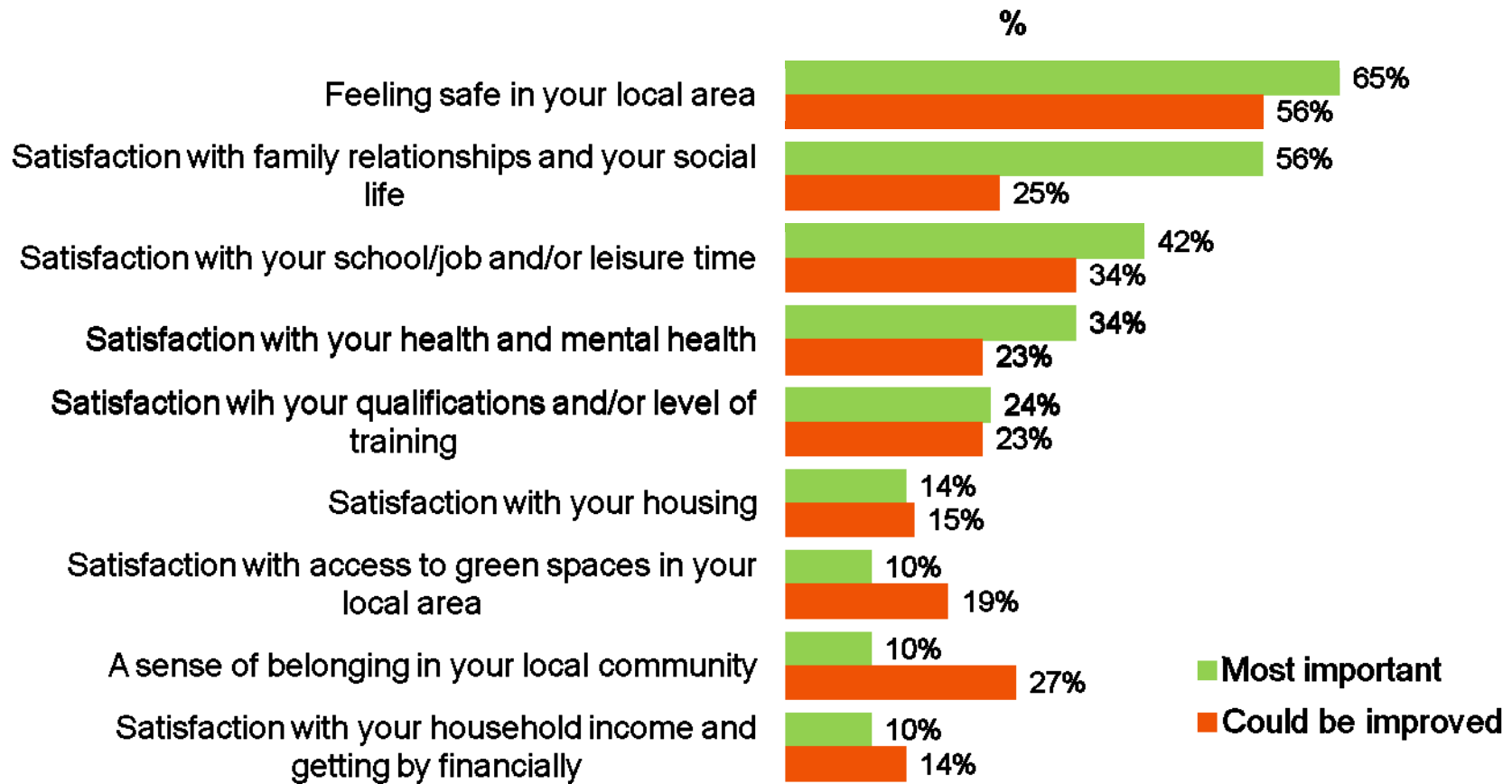


Source: QY11 A)Overall how satisfied are you with your life nowadays?/ B)Overall how happy did you feel yesterday? /C) Overall how anxious did you feel yesterday? D) Overall, to what extent do you feel the things you do in your life are worthwhile?  
Base: All young persons aged 11-17yrs (248)



# Features needing improving in Merton

Merton 2012/13



Source: QY12a Which three of the following factors do you think are the most important to your own sense of wellbeing?  
 QY12b. And which three of the following factors do you think could be most improved to increase your own sense of wellbeing?  
 Base: All young persons aged 11-17yrs (248)